

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE
STATE OF CALIFORNIA



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In Attendance: PRESIDENT MARYBEL BATJER
COMMISSIONER LIANE M. RANDOLPH
COMMISSIONER MARTHA GUZMAN ACEVES
COMMISSIONER CLIFFORD RECHTSCHAFFEN
COMMISSIONER GENEVIEVE SHIROMA

ADMINISTRATIVE LAW JUDGES COLIN RIZZO and
KARL J. BEMESDERFER, co-presiding

)	PREHEARING
)	CONFERENCE
)	
)	
Order Instituting Rulemaking)	
Regarding Emergency Disaster)	Rulemaking
Relief Program to Support)	18-03-011
California Residents.)	
)	
)	

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SAN FRANCISCO, CALIFORNIA

NOVEMBER 22, 2019 - 10:05 A.M.

* * * * *

ADMINISTRATIVE LAW JUDGE RIZZO: Ladies and gentlemen, we are now going to begin. We will be on the record. The Commission will come to order.

Before we get started, I want to advise everyone that we have exits in this room in case of an emergency. So please proceed out the door you came in. Follow signs to McAllister Street. When you get to Van Ness Avenue on McAllister turn south; then proceed to the garden in between the Herbst Theater and the Opera House. That is where we will assemble in case of an emergency.

This is the time and place for the Prehearing Conference in Phase 2 of Rulemaking 18-03-01 on the Order Instituting Rulemaking Regarding Emergency Disaster Relief Program.

I am Administrative Law Judge Colin Rizzo and with me is Administrative Law Judge Karl Bemesderfer. Together we are the assigned Commission law judges to this proceeding. We are also joined by the assigned Commissioner to the proceeding and

1 the President of California Public Utilities
2 Commission, PUC President Marybel Batjer.

3 President Batjer.

4 PRESIDENT BATJER: Thank you, ALJ
5 Rizzo.

6 We are sharing mics this morning.
7 We are a little cheek-to-jowl up here.

8 Thank you. Thank you, Judge. Good
9 morning, everyone. Thank you all for
10 appearing today.

11 I am scheduled -- I scheduled the
12 prehearing conference to address failures in
13 the communications network infrastructure
14 during fires and during Public Safety Power
15 Shutoffs.

16 Sadly, local officials, residents
17 and indeed the telco customers and others who
18 had wanted to be here today and planned to
19 present comments in person are facing yet
20 another PSPS and therefore, and indeed
21 probably in some cases it's the sixth PSPS in
22 the last two months that they have
23 experienced, they are therefore unable to be
24 here, but I was asked to mention that they
25 certainly wanted to be.

26 Although PSPS events are triggered
27 to prevent a catastrophic fire from starting,
28 these events create public safety concerns

1 for communication providers and indeed their
2 customers.

3 The Commission is currently
4 addressing these and other issues in multiple
5 venues and forums. However, today we will
6 focus on fact-finding and attention within
7 the scope of the Emergency Disaster Relief
8 Measures Proceeding for which I am the
9 assigned Commissioner. I will not summarize
10 these efforts here but direct you to
11 information available on the CPUC website.

12 During the PSPS events this Fall,
13 failures in communications infrastructure
14 network occurred on a significant scale. For
15 example, Marin County had 57 percent of its
16 280 cellular towers out of service and at one
17 point during the PSPS on October 28th in the
18 Bay Area, San Mateo and Contra Costa
19 counties, 11 percent of their cell towers
20 failed to work according to reports from the
21 Federal Communications Commission. And I
22 underscore that it came from the FCC where we
23 received that information. Sonoma, Lake,
24 Humboldt, Santa Cruz and Calaveras counties
25 had days where over 20 percent of the cell
26 towers were out.

27 I spent a good deal of time in the
28 Emergency Operation Center, the State

1 operation center at Rancho Cordova. During
2 this period of time we got daily reports
3 later into the PSPS and indeed one day the
4 entire county of Humboldt was without any
5 landlines or hardlines or with cell service
6 or with real IP.

7 Lack of communication service is not
8 a mere inconvenience, it's endangering lives.
9 Californians rely on their phones and the
10 internet, both wireline and wireless
11 technologies to receive emergency
12 notifications to contact family and friends
13 and to reach indeed first responders.

14 These outages were unexpected, given
15 the previous assurances the communication
16 companies provided to the FCC, the Federal
17 Communication Commission, the California
18 State Legislature and the CPUC.

19 As I stated in my November 13, 2019
20 letter that you all received, you have the
21 obligation as well as the privilege and
22 indeed the responsibility to provide service
23 to your customers. We really must do better.

24 We have received numerous public
25 inquiries about these outages, seeking to
26 understand what to expect during future PSPS
27 events. We have also not received adequate
28 responses for data we've requested from the

1 providers from the first phase of the
2 Emergency Disaster Relief Measures
3 Proceeding. That would be Phase 1. As a
4 result, ALJ Rizzo and I will initiate Phase 2
5 of this proceeding to adopt rules to further
6 address communications network outages during
7 emergency events to keep the network
8 functioning.

9 The CPUC is working closely with Cal
10 OES and CAL FIRE to ensure the communications
11 customers are able to assess these services
12 at all times; of course, at all times during
13 an emergency.

14 I thank the representatives from our
15 sister agencies for attending today and for
16 their continued cooperation -- collaboration
17 with CPUC. I look forward to hearing from
18 the communication providers and other parties
19 today as well.

20 Thank you very much.

21 Judge.

22 ALJ RIZZO: Thank you, President
23 Batjer.

24 We are also joined today by
25 Commissioner Guzman Aceves. Commissioner
26 Guzman Aceves, thank you. Do you have any
27 remarks you would like to make?

28 COMMISSIONER GUZMAN ACEVES: Yes, I do.

1 Thank you. Thank you, President Batjer, for
2 making this hearing possible and for all of
3 the carriers that are here today.

4 I really look forward to hearing
5 more specificity on what you think your
6 coordination was with local and state
7 governments on both preparedness and
8 response. We certainly have heard from the
9 public and from local government in
10 particular of a severe lack of coordination
11 and what your commitments are moving forward
12 on improving that.

13 And just briefly I want to share
14 because I am not sure if some of these local
15 representatives will be able to come today as
16 President Batjer mentioned. There's a couple
17 of elements; one, as we have learned through
18 the fires, is the preparedness of knowing
19 where your critical infrastructure is and
20 then there's the inverse, what the critical
21 infrastructure is for counties and local
22 cities that depends on your infrastructure.

23 And so just as an example, we have
24 heard from Major Simon from Lake County, who
25 gave a very critical example where his AT&T
26 infrastructure to his wastewater system
27 created a problem that was almost
28 catastrophic for their county. And hopefully

1 you can follow up on that and make sure that
2 that type of coordination is smooth moving
3 forward for any type of catastrophe.

4 And we have many similar examples
5 where I appreciate many of the responses on
6 your identification in critical
7 infrastructure but I don't see where the
8 coordination is with the local and state
9 governments on that. So I look forward to
10 hearing those responses and what you're doing
11 to enhance mutual aid.

12 Thank you.

13 ALJ RIZZO: Thank you, Commissioner
14 Guzman Aceves.

15 Welcome Commissioner Randolph. Do
16 you have any remarks you would like too make?

17 COMMISSIONER RANDOLPH: Thank you all
18 for coming.

19 I think this is an important topic
20 because these -- the poor results that we saw
21 in terms of service and emergency
22 preparedness are relevant of course not just
23 to PSPS, but things like earthquakes that
24 also can be as widespread and present some of
25 the same challenges. So, the fact that this
26 difficulty in meeting the emergency needs of
27 the state has been so challenging for these
28 companies is really important to be examined

1 in this proceeding very closely and I
2 appreciate President Batjer for her work on
3 this and look forward to hearing this
4 discussion and then carefully following this
5 proceeding as it goes along.

6 Thank you.

7 ALJ RIZZO: Thank you.

8 Commissioner Shiroma.

9 COMMISSIONER SHIROMA: Yes, thank you.
10 Thank you, President Batjer, Judge Rizzo and
11 Judge Bemederfer.

12 The importance of this proceeding
13 cannot be overstated. Call it karma, but I
14 actually was here during the Loma Prieta
15 earthquake. I also happened to be in Tokyo
16 during the 2011 earthquake and tsunami and
17 was up in Lake Tahoe during the Angora Fire.
18 And the access to communication is essential
19 to know what roadways were open, safe, to get
20 back to our house.

21 And it's been stated before that we
22 are the 5th largest economy in the world.
23 And the telco role during the PSPSs is
24 essential. I'm also the Commissioner on the
25 LifeLine program. LifeLine. LifeLine is the
26 discount program for phone service for
27 low-income customers. It's called LifeLine
28 for a reason. And I think it really

1 exemplifies the importance of having the
2 infrastructure working so that despite having
3 the electricity turned off that we still have
4 communication available. We are a --
5 constitutionally created by; we have
6 authority to assure that the sustainability
7 and reliability is there among the telco
8 providers and I appreciate the opening of
9 this proceeding.

10 Thank you.

11 ALJ RIZZO: Thank you.

12 Commissioner Rechtschaffen.

13 COMMISSIONER RECHTSCHAFFEN: Thank you,
14 Judge Rizzo and President Batjer.

15 As my colleagues have said, while
16 there's been a great deal of focus on the
17 shutoffs and how to minimize their impacts,
18 all of our efforts to prepare and respond
19 depends upon and presupposes a functioning
20 and resilient communications network.

21 Eighty (80) percent of 911 calls are
22 made over wireless networks. Efforts to
23 activate emergency text alerts or evacuation
24 notices are dependent on communications
25 functioning. We heard from city managers and
26 emergency personnel how much they rely on
27 cell coverage to evacuate residents. And of
28 course customers face a double if not triple

1 whammy when their power goes off. They lose
2 telephone service. They lose TV or radio
3 service and so forth.

4 We are still analyzing the data we
5 got from the providers in response to
6 President Batjer's letter. It's clear,
7 however, some carriers are doing better than
8 others, in some cases considerably better and
9 we want to understand why that is the case
10 and why everyone can't be up to the highest
11 standard.

12 We also heard from several carriers
13 that they didn't anticipate the scale and
14 extent of the most recent round of shutoffs.
15 Without debating whether or not that was a
16 reasonable assumption or not, that's no
17 longer a viable excuse. We now know that the
18 shutoffs can extend over great distances in
19 many counties and we'd have to be prepared
20 for that.

21 And the last thing I will say is we
22 heard from the carriers and their responses
23 some of the logistical and environmental
24 permitting and other reasons that prevent
25 broader deployment of backup power and
26 batteries and generators, and while some of
27 those have a real operational nexus that may
28 be very difficult to deal with, others seem

1 imminently solvable with the right level of
2 focus and attention and coordination with
3 local governments and hopefully we will do a
4 lot more of that going forward.

5 Thank you.

6 ALJ RIZZO: Thank you, Commissioner
7 Rechtschaffen and thank you Commissioners.

8 There are some proceeding context.
9 In March of 2018, the Commission established
10 this Rulemaking 18-03-011, the Order
11 Instituting Rulemaking Regarding Emergency
12 Disaster Relief Program, to adopt an
13 emergency disaster relief program for
14 customers of the regulated entities under
15 this Commission's jurisdiction.

16 For Phase 1 of this proceeding, in
17 advance of this year's fire season, in July
18 of 2019, the Commission issued Decision
19 19-07-015 curating a statewide program for
20 customer disaster relief applicable to all
21 customers of electric, natural gas, water and
22 sewer corporations subject to this
23 Commission's jurisdiction.

24 Then in August of 2019, the
25 Commission issued Decision 19-08-025 also
26 curating a statewide program for customers --
27 disaster relief to the customers of
28 communications service providers.

1 Now, for Phase 2 of this proceeding,
2 we will focus on two components. First,
3 developing measures for a resilient and
4 dependable communications network to further
5 address communication of outages during
6 emergency events.

7 And, two, to enable a system that
8 promotes transparent communication between
9 industry, first responders across the
10 government and the public in a timely manner
11 during disastrous events.

12 Now I turn to today's agenda which
13 includes the following:

14 First we will address appearances
15 which include public comment and party
16 status.

17 Second, the categorization of this
18 proceeding will be discussed.

19 Third, we will scope topics for
20 Phase 2.

21 Fourth, we will identify a
22 preliminary schedule, as well as any other
23 matters.

24 Given the high level of public
25 interest in this proceeding, we will take
26 public comment which will be transcribed but
27 is not part of the evidentiary record of this
28 proceeding. Therefore, we will suspend

1 evidentiary portion of the proceeding now to
2 allow for public comment.

3 The record will show that the
4 prehearing conference evidentiary portion is
5 suspended.

6 (Prehearing conference evidentiary
7 portion suspends.)

8 ALJ RIZZO: We will be commenced with
9 public comments. Here are the ground rules
10 for public comment:

11 We remind everyone to speak slowly
12 and clearly. Do not speak to one another
13 directly or over one another so our court
14 reporters are accurately able to transcribe
15 the prehearing conference. At the first
16 moment you speak and each time you speak
17 identify yourselves and your organization.

18 To the members of the public who are
19 prepared to make a statement today, very
20 shortly you will have the time to speak. You
21 will have approximately two minutes each and
22 your time will be called by the Commission
23 staff present.

24 As a public agency, the Commission
25 must afford all participants in its
26 proceedings due process and fairness.
27 Entities that may be affected by the
28 Commission's actions are entitled to notice

1 and an opportunity to be heard at a public
2 hearing. Consistent with this mandate, we
3 establish rules for taking the public input
4 here today.

5 Accordingly, we set time limits on
6 all public comments. When a speaker exceeds
7 the allotted time to speak, that person
8 infringes on others' speaking time thus
9 infringing on the due process rights of other
10 speakers. Therefore, we ask that you please
11 obey our process by limiting your comments to
12 two minutes so that everyone has an equal
13 opportunity to be heard.

14 And now I turn to President Batjer.

15 PRESIDENT BATJER: Thank you, Judge.

16 We will now, as you have said, turn
17 to the public comment. And for those who
18 have signed up to speak, as the judge said,
19 you will have two minutes. There will be a
20 sign that will be -- thank you -- that will
21 give a sense of how much time you have left.

22 I will call the name of the speaker
23 and then the second speaker please -- I will
24 call that name as well -- please make your
25 way up near the podium and microphone in the
26 sake of time.

27 So our first speaker today will be
28 Chief Mike Wilson from the California CAL

1 FIRE Department.

2 Chief Wilson, if you could please
3 come forward. And Chief Wilson will be
4 followed by Will Abrams. I know there are
5 others that have signed up and I will address
6 those in a moment because I will be asking
7 you to speak to or comment on the scoping
8 portion of the agenda.

9 Chief.

10 STATEMENT OF SPEAKER MIKE WILSON

11 President Batjer, Commissioners,
12 ALJs, thank you for this proceeding.

13 Good morning. My name is Mike
14 Wilson, Assistant Chief of CAL FIRE,
15 California Department of Forestry and Fire
16 Protection.]

17 I would like to read the following
18 statement. As you well know, wildfires are a
19 natural part of California's landscape, but
20 during the past few years, our state has
21 experienced the most destructive fires in
22 recorded history. The effects of climate
23 change, fire suppression activities,
24 overgrown forests and prolonged drought have
25 resulted in unprecedented tree mortality in
26 the state's forest as well as an increase in
27 the number, size and severity of these
28 wildfires.

1 Loss of life, homes, business and
2 natural resources as a result of these fires
3 is tragically and -- at an all-time high.
4 The increase and frequency and severity of
5 these wildfires has shown how critically
6 important we all are on our communications
7 networks during an emergency. California
8 relies on -- Californians rely on their
9 phones, internet connection -- and internet
10 connections to receive emergency
11 notifications from public safety officials,
12 to contact their family and friends and to
13 reach first responders for help. And they
14 expect these networks to function during an
15 emergency when they realistically need them
16 the most.

17 It is vital that we as a state
18 ensure our communications networks continue
19 to operate during a disaster and that our
20 families, neighbors and communities have a
21 reliable way to contact and be contacted by
22 public safety officials.

23 To this end, our partners in the
24 communications industry must be prepared to
25 maintain service before, during and after an
26 emergency. This is particularly important
27 for communities may have only one means of
28 communication such as voiceover IP,

1 technology that has replaced traditional
2 copper telephone lines.

3 Loss of communications networks
4 during an emergency is a matter of life and
5 death for the people of California. Without
6 reliable access to 911 and the ability to
7 quickly reach first responders, our
8 communities cannot effectively protect
9 themselves during an emergency.

10 CAL FIRE, along with our other
11 public safety partners, stand ready to assist
12 in efforts to make our networks more
13 resilient to disasters and to ensure that the
14 public has access to uninterrupted
15 communications during emergencies.

16 So on behalf of CAL FIRE, I would
17 like to thank you for this opportunity to
18 speak today.

19 COMMISSIONER RECHTSCHAFFEN: I would
20 just like to thank you personally, Chief
21 Wilson, for the extraordinary help you
22 provided to the PUC in all of our wildfire
23 safety efforts over the past few years.

24 CHIEF WILSON: My pleasure. Thank you.

25 PRESIDENT BATJER: Thank you very much,
26 Chief. Appreciate it.

27 Will Abrams is next, and that will
28 be followed by Louis Rocha.

1 STATEMENT OF SPEAKER WILL ABRAMS

2 Thank you, Commissioners. Thank you,
3 President Batjer. Thank you for calling this
4 very important meeting. I will be seeking
5 party status, but I am not there yet. So I
6 did want to make a public statement to sort
7 of hammer home the importance of this
8 proceeding.

9 So I am a wildfire survivor, woke up
10 in October 8th, 2017, and the communication
11 that I received were my two young children
12 screaming that our house was on fire and our
13 yard was on fire and we needed to leave.
14 This is what we're here to talk about today
15 is making sure that the communications that
16 are received are effective. And it's very,
17 very important for the lives and livelihoods
18 of the people who live in California. I am
19 also in an area now where I am undergoing my
20 sixth power safety shutoff, and my kids are
21 off school today. Their school is closed for
22 the next two days. This is not sustainable
23 in terms of the power shutoffs. It is not
24 sustainable in terms of the wildfires, and I
25 would just submit to you that this is not a
26 choice of choosing between having our power
27 shut off at this rate and having sustained
28 wildfires. We need to find solutions. I

1 challenge everyone in this room to look for
2 those solutions. We need to be creative. We
3 need to be innovative, and we need to be
4 thinking about the lives of the individuals
5 who live in California.

6 Thank you very much.

7 PRESIDENT BATJER: Thank you very much,
8 Mr. Abrams.

9 And next, Louis Rocha from the
10 Communication Workers of America. Thank you,
11 sir.

12 STATEMENT OF SPEAKER LOUIS ROCHA

13 President Batjer and Commissioners,
14 good morning. My name is Louis Rocha, and
15 I'm a staff representative with the
16 Communication Workers of America here in
17 California. We represent over 20,000 workers
18 in the telecommunications industry here in
19 California that includes wireless sector
20 workers.

21 We are concerned about the
22 reliability, or better stated, lack of
23 reliability of the telecommunication networks
24 in California during wildfires and the
25 subsequent power safety shutoffs,
26 specifically the inadequate measures to
27 ensure network operation during wildfires.

28 CWA members are repair technicians

1 who respond to restore network outages need
2 reliable network first to be notified. We
3 are also consumers. And the internet,
4 wireline and cell phones, when they are all
5 out at the same time, this is unacceptable.
6 There's no way to communicate with those that
7 are supposed to go out to repair those
8 networks.

9 It's unacceptable not only for the
10 repair technicians but also for the
11 consumers. We need reliable networks. We
12 need alternative power sources that are
13 planned out in advance and are not knee jerk.
14 A company's bottom line cannot dictate
15 capital investments. The communications
16 networks -- the communication network is
17 prone to natural and manmade disasters is a
18 reality. We need an enforceable and
19 universal guarantee of communication
20 services. Self-policing by the companies
21 isn't the path. Forward oversight is. In
22 years past, repair technicians went into
23 areas after the wildfires were completely
24 out. Now utility power linemen is what -- as
25 communications we go in while the fires are
26 still raging. I applaud the CPUC for its
27 continued oversight and urge bold actions to
28 hold all communications companies

1 accountable.

2 PRESIDENT BATJER: Thank you,
3 Mr. Rocha.

4 We do have on the signup sheet John
5 Kennedy, Regina Costa and Elizabeth Echols.
6 The judge has asked that you speak during the
7 scoping portion of the agenda today.

8 Having said that, is there anybody
9 else in the audience who would like to
10 address the Commission at this time?

11 (No response.)

12 PRESIDENT BATJER: Seeing none, the
13 public comment -- oh. Yes, sir. Please, if
14 you could just state your name and your
15 home -- your address.

16 STATEMENT OF SPEAKER ERIC BACH

17 Eric Bach. I'm with E-Tech, and I'm
18 out of Concord, California.

19 PRESIDENT BATJER: Thank you.

20 SPEAKER BACH: Thank you, President
21 Batjer and Judge Rizzo. California has been
22 a leader in the U.S. in clean energy policy.
23 It's really been progressive in innovative
24 solutions and when looking at addressing
25 challenges opposed to it. I think the key
26 focus here is innovation as you take a look
27 at the challenges around providing backup
28 generation in these instances and how do we

1 go about solving for it.

2 So as we think about this, these are
3 complex problems that really need innovative
4 solutions. And so to think about -- as we
5 move forward to the next phase, my ask to the
6 Commission is that -- to include as a part of
7 that phase begin looking at what type of
8 innovative solutions are there, whether it's
9 hydrogen or the integration of fuel cells
10 with solar or battery and energy storage but
11 how do we begin thinking about adjusting this
12 and how do we want to move forward with it.

13 So I think this is an opportunity
14 for us to continue to take a situation
15 that -- where it may be challenging for the
16 residents and everyone in California -- how
17 do we take it and how do we think about
18 moving forward and looking at something that
19 would take us to where we want to be in the
20 future and in 2045.

21 Thank you.

22 PRESIDENT BATJER: Thank you, sir. Is
23 there anyone else in the audience who would
24 like to address the Commission at this time?

25 MR. TROXEL: Paul Troxel.

26 PRESIDENT BATJER: Please come forward.
27 Again, we'll need to have you introduce
28 yourself. Thank you.

1 STATEMENT OF SPEAKER PAUL TROXEL

2 Good morning. I'm Paul Troxel with the
3 California Governor's Office of Emergency
4 Services, 9-1-1 Communications Branch.

5 The challenge today is obtaining
6 accurate, near realtime data of any
7 significant degradation of the
8 telecommunications grid, wireless and
9 wireline so that Cal OES can ensure that
10 local agencies receive information and system
11 status related to the communications systems.
12 Our ability to provide this information to
13 local agencies is solely dependant on the
14 data provided by the telecommunications
15 service providers.

16 During the power safety power
17 shutoffs, the event that occurred October
18 24th to November 1st, Cal OES obtained data
19 from multiple sources that included the FCC
20 DIRS and the CUEA reports. During the
21 extended power safety shutoff, hundreds of
22 thousands were without wireline, voiceover IP
23 and internet services. In addition, hundreds
24 of wireless sites were offline. Together
25 these communication systems provide the
26 access of -- to 9-1-1, the ability of public
27 safety officials to alert the community
28 through emergency alerting systems and

1 provide access to websites that provide
2 critical information and are the main
3 communication method used by non-public
4 safety agencies to provide the coordinated
5 response and recovery efforts.

6 The solution is clear. The
7 wireline, wireless and VoIP providers must be
8 designated with sufficient backup power and
9 reliable and redundant backhaul connectivity
10 so that outages seen during the October 2019
11 event can be avoided in the future. Until a
12 resilient, reliable communication network is
13 in place, local agencies need to know when
14 communication systems used by those in their
15 community are potentially impacted by a
16 disaster.

17 Today the current outage reporting
18 systems have many gaps. The data received by
19 Cal OES from DIRS and the CUEA is
20 inconsistent, and at times, the number of
21 outages varied significantly. One example,
22 we were -- reported wireline customers out of
23 service were 223,973 in the DIRS report,
24 while the CUEA report reported 56,898.
25 That's a difference of over 167,000
26 customers.

27 As another example, one of the days
28 in the single-county wireless sites were out

1 of service, it was reported 133 sites in the
2 DIRS report, while CUEA reported 9. A
3 difference of 124 wireless sites.

4 The inconsistency of outage
5 reporting means that Cal OES does not have a
6 reliable way to report detailed information
7 to the local agencies.

8 Here's a snapshot of the some of the
9 outage reports from that PSPS event. Outage
10 data was not provided by all providers. Some
11 providers were very responsive and provided
12 outage data as requested by Cal OES, while
13 others were slow to respond due to
14 confidentiality concerns related to outage
15 data. Frankly, information from the wireline
16 and VoIP providers was not provided until
17 late in the event.

18 Because of lack -- the lack of
19 complete reporting, Cal OES had to work with
20 the Federal Communications Commission to
21 activate the Disaster Information Reporting
22 System, the DIRS report. DIRS does not
23 provide everything needed to support response
24 operations. This is voluntary information.
25 The detailed reports by carrier are
26 considered confidential by the FCC, and the
27 data reported to DIRS is at least 12 to 24
28 hours old. By the time this report is made

1 public, this means the data cannot be used to
2 support incident management. Further, public
3 DIRS data is only listed as an aggregate
4 level, which does not provide the necessary
5 fidelity of decision-making. Wireless data
6 is at the county level for all carriers,
7 while wireline and VoIP data is at the state
8 level.

9 Some of the challenges that Cal OES
10 faced:

11 Telecommunications providers were
12 concerned over confidentiality of the data.

13 Aggregated data did not provide
14 information needed to make decisions at the
15 local level and limited reporting due to the
16 ability to determine the impact of the entire
17 communications system. Again, from our
18 vantage point, it appears the
19 telecommunication service providers' solution
20 to mitigate the PSPS impacts was largely
21 confined to use of temporary generators.
22 They called it -- generators in from within
23 and out of the state. In some cases, this
24 grew problematic as the out-of-state
25 generators were not in compliance with the
26 California Air Resources Board standards,
27 meaning it took additional time to get the
28 generator put in place.]

1 Cal OES recommends that the service
2 providers look at long-term solutions that is
3 necessary to ensure communications facilities
4 have a minimum of 8 hours battery backup and
5 permanent generator backup with a minimum of
6 72 hours of onsite fuel storage.

7 Due to the increased reliance of IP
8 backhaul, all wireless, wireline, VoIP and
9 backhaul facilities must all have sufficient
10 backup power.

11 The outage recording regulations
12 being developed as we speak in response to SB
13 670 will address many of the outage reporting
14 challenges. Those outage reporting
15 regulations will focus on actionable
16 information that can be shared with local
17 primary safety answering points, fire, law
18 and EMS agencies in California.

19 Ultimately, the employment of the
20 public safety grid standards across the
21 telecommunications infrastructure will
22 minimize the emphasis we are placing on the
23 outage reporting today, as systems will
24 become significantly more resilient and able
25 to withstand the hazards that are currently
26 bringing them down.

27 Ladies and gentlemen, thank you very
28 much.

1 PRESIDENT BATJER: Thank you very much.
2 You have very well stated why we are here
3 today. And I thank OES and Director
4 Ghilarducci for all of the extraordinary work
5 during this period of time. Thank you.

6 Are there any other members of the
7 public or people who are here in the
8 audience? Yes, Supervisor. Please come
9 forward and state your name.

10 STATEMENT OF SPEAKER MOKE SIMON

11 Good afternoon, Commissioners.
12 Good morning. Sorry. My electricity wasn't
13 working because we are currently in PSPS in
14 Lake County. So, sorry about the time lapse
15 up there.

16 I come to you today to report on
17 the October 26th power outage but present
18 some information from our Special Districts
19 Coordinator Jan Coppinger about
20 telecommunications and how it affected us in
21 Lake County for our sewer and our water
22 systems.

23 And just for information-wise, AT&T
24 went down immediately in Lake County. And
25 that runs all of our sewer systems. That
26 runs our alarm systems. So we had gentlemen
27 out there, a lot of folks out their working
28 with generators, but they weren't able to

1 communicate with the system as it went down
2 immediately with no backup generation
3 obviously from their end to communicate with
4 our systems and that really put us in a
5 dire-straight situation.

6 It also created at least one spill
7 that was uncontainable and that's
8 unacceptable at this point. It also lasted
9 multiple days after the power had come back
10 on for our facilities and our alarm systems.

11 There will be more information that
12 I will be able to provide to the Commission
13 but I just wanted to be here today to make
14 sure that everybody in the PSPS is prepared
15 as possible. Just as we are telling our
16 communities to be prepared, we need to have
17 our telecommunications really be prepared for
18 multiple days of outages, and definitely
19 being prepared for at least 48 hours to start
20 with would be a real benefit.

21 As a large county in rural areas
22 after the Valley Fire, we have the Cobb
23 Mountain area where we consolidated 14 small
24 water companies into one facility. We turned
25 that over to now our Cobb Area Water District
26 and they had the same problems. All the
27 media com was down which was our local
28 provider AT&T completely went down, T-Mobile,

1 U.S. Cellular; Verizon was there in some
2 circumstances to help us move through the
3 process. But this is just multiple problems
4 on top of the other.

5 Obviously I have been here to these
6 hearings. I have been to the Senate hearings
7 that happened this week. I saw yourself,
8 Chairwoman, over there presenting. I just
9 want to make sure that, you know, this is
10 affecting us.

11 One thing I mentioned at the Senate
12 hearing was and I heard it a couple of times
13 was, "Oh. It's only 24 hours." Well, if you
14 combine those with all the times that we have
15 been shut off in the rural areas because of
16 these PSPS events, it really compounds
17 things.

18 Once again, all the children in my
19 school district in southern Lake County are
20 not in school. They're essentially not in
21 school for two more days. And then they have
22 the Thanksgiving break coming up. And so we
23 are really doing a disservice to educate the
24 next generation of leaders in this country,
25 especially in the state of California here.
26 And I will continue to come to the meetings
27 providing information and I appreciate the
28 time to speak today.

1 So thank you very much.

2 PRESIDENT BATJER: We appreciate you.
3 For the record, please restate -- you're
4 well-known to us, sir, but please restate
5 your name.

6 MR. SIMON: Oh. I apologize. Moke
7 Simon, District 1 Supervisor Lake County.
8 I'm also the tribal Chairman of the
9 Middletown Rancheria Pomo Indians.

10 It's just unacceptable. As I said
11 before, I have got to get back to our
12 district because we have no power now for the
13 next 48 hours. Just like I think the number
14 was 136,000 people in Northern California are
15 affected by this PSPS event that's going on.

16 So thank you very much.

17 PRESIDENT BATJER: Thank you, sir.
18 Thank you very much.

19 Is there anyone else in the audience
20 who would like to address the Commission in
21 the public comment period? Anyone? Okay.

22 (No response.)

23 PRESIDENT BATJER: All right. I see
24 none. Then therefore that ends the public
25 comment portion of the hearing today I will
26 turn the hearing back to Judge Rizzo.

27 ALJ RIZZO: Thank you, President
28 Batjer. The record will reflect that the

1 public comments portion of this prehearing
2 conference has concluded.

3 (Conclusion of Public Comments
4 section.)

5 ALJ RIZZO: The prehearing evidentiary
6 portion now resumes.

7 Next we will proceed with the
8 service list and party status. So we will
9 begin with identifying the representatives
10 from the communications industry that are
11 present. One-by-one, please state your name
12 and the company which you represent.

13 MR. GAUDER: Good morning. Good
14 morning. Sorry about that. My name is John
15 Gauder. I am the Regional Senior Vice
16 President for Comcast.

17 MS. ELLIS: Good morning. Allison
18 Ellis, Senior Vice President for Regulatory
19 Affairs for Frontier Communications.

20 MR. O'LEARY: Good morning. Eamon
21 O'Leary, Vice President Network Operations
22 for Sprint.

23 MR. REYES: Good morning. My name is
24 Rudy Reyes. I am Vice President and
25 Associate General Counsel for Verizon in the
26 Western United States. I lead Legal
27 Regulatory Government Affairs and Community
28 Engagement throughout the west.

1 MR. LUONG: Good morning. My name is
2 Jeff Luong. I am the Vice President of the
3 Constructions and Operation for the West
4 Region responsible for both wireless and
5 wireline facilities.

6 MR. GALLACHER: Good morning. David
7 Gallacher. I'm the Senior Vice President for
8 T-Mobile responsible for the Western United
9 States, including California. I live here in
10 Northern California. So, I've been a
11 resident for 24 years.

12 MR. ATTISHA: Good morning. My name is
13 Sam Attisha. I'm the Senior Vice President
14 and Region Manager for Cox Communications
15 California.

16 MS. PICCIOLO: Good morning. I'm
17 Deborah Picciolo, Charter Communications,
18 Senior Vice President of Field Operations
19 including the state of California.

20 ALJ RIZZO: Thank you.

21 Next I will have parties who are
22 here to make appearance come to the mic and
23 state their name and their organization.

24 MR. KENNEDY: John Kennedy, Rural
25 County Representatives of California.

26 ALJ RIZZO: Thank you. As you approach
27 the mic, line up.

28 MS. LEE: Shawane Lee, Senior Counsel

1 Regulatory, Southern California Gas.

2 MS. DOLQUEIST: Lori Dolqueist,
3 California Water Association.

4 MR. GOODMAN: Good morning. Paul
5 Goodman, Greenlining Institute. We are not
6 currently a party. I did fill out the yellow
7 form although I am not sure --

8 ALJ RIZZO: I will get to that when we
9 get to the motion for party status. So I
10 only would like to hear from the parties who
11 are currently -- I would like to hear at this
12 point from organizations that are currently
13 parties to this proceeding and then we'll
14 handle motions for party status after we
15 conclude this round.

16 MS. COSTA: Thank you, your Honor.
17 Regina Costa, the Telecommunications Policy
18 Director for TURN, The Utility Reform
19 Network.

20 MS. KASNITZ: Good morning. Melissa
21 Kasnitz, Legal Director for the Center for
22 Accessible Technology, one of the consumer
23 groups.

24 I will also note that a
25 representative from the National Consumer Law
26 Center, which was identified in the
27 Prehearing Conference Notice is not here in
28 attendance today. She is based in

1 Washington, D.C. That's Olivia Warren. I am
2 aware she is monitoring through webcast.

3 Thank you.

4 ALJ RIZZO: Thank you.

5 MR. LYONS: Good morning, your Honor
6 and Commissioners. Chris Lyons, attorney on
7 behalf of San Diego Gas & Electric Company.

8 MR. ROSVALL: Good morning,
9 Commissioners. Patrick Rosvall appearing for
10 the Small LECs and Consolidated
11 Communications.

12 MS. ARMSTRONG: Yes. Good morning.
13 I'm Jeanne Armstrong outside counsel for CTIA
14 the Wireless Association.

15 MR. MARELLI: Good morning. Mike
16 Marelli, Southern California Edison, Vice
17 President of the Business Customer Division.

18 MS. SAMAD: Good morning. Olivia
19 Samad, with Southern California Edison. I'm
20 the attorney for SCE.

21 MR. CANDELARIA: Good morning. Jerome
22 Candelaria with the California Cable and
23 Telecommunication Association, where I am
24 Vice President and counsel.

25 MS. WALTER: Good morning. I am Stacy
26 Walter, attorney for Pacific Gas and Electric
27 Company.

28 MS. AFFONSA: Good morning. Deborah

1 Affonsa from Pacific Gas and Electric
2 Company, Vice President of Customer Service.

3 MS. HOOK: Charlyn Hook representing
4 Public Advocates Office. And we also have
5 our Director Elizabeth Echols here today, who
6 would like to make a statement at the
7 appropriate time.

8 MR. McTARNAGHAN: Your Honor, James
9 McTarnaghan representing Charter. It wasn't
10 clear if those of us who have people at the
11 table needed to enter our appearance. So for
12 clarification, should we?

13 ALJ RIZZO: Yes.

14 MR. McTARNAGHAN: James McTarnaghan
15 representing Charter Communications.

16 MS. TOLLER: Good morning,
17 Commissioners and your Honors. This is Susan
18 Toller from Davis, Wright, Tremaine outside
19 counsel for Comcast.

20 MR. BLOOMFIELD: Good morning, your
21 Honors. Leon Bloomfield for T-Mobile,
22 outside counsel.

23 MR. KUKTA: Good morning, your Honor.
24 Steve Kukta for Sprint Director and Senior
25 Counsel.

26 MS. JACOBSON: Good morning, your
27 Honors. Kristin Jacobson, outside counsel
28 for Sprint.

1 MR. BISHOP: David Bishop with AT&T.

2 MS. BANOLA: Good morning. Sarah
3 Banola, outside counsel for Frontier.

4 MS. LIPPER: Hi. This is Susan Lipper
5 with -- Director of Government Affairs for
6 T-Mobile.

7 MR. ZANKEL: Good morning. Zeb Zankel,
8 outside counsel for Cox.

9 MR. RAMON: Good morning. My name is
10 Jesus Roman. I am with Verizon. Thank you.

11 MR. TRAUNER: Good morning. I'm Josh
12 Trauner, I'm Senior Government Relations
13 Counsel for Crown Castle.

14 ALJ RIZZO: Thank you. Is there any
15 other party that needs to identify their
16 appearance today that's hasn't already?

17 (No response.)

18 ALJ RIZZO: Seeing none, we'll be off
19 the record for a moment.

20 (Off the record.)

21 ALJ RIZZO: We'll be on the record.

22 I have received one request for
23 party status. We will address this by a
24 ruling following this prehearing conference
25 given the time sensitivity that we are all
26 under. So thank you for your motion.

27 Next we will address the
28 categorization of this proceeding.

1 In Phase 1 of this proceeding, the
2 Commission determined that this proceeding
3 would be quasi-legislative. Therefore
4 preliminarily Phase 2 will also be considered
5 quasi-legislative.

6 Pursuant to Rule 8.2(a) of the
7 Commission's Rules of Practice and Procedure,
8 ex-parte communications are therefore allowed
9 without restriction or reporting requirement.
10 I remind parties to please familiarize
11 yourselves with the Commission's ex-parte
12 rules and refer to Article 8 of our Rules.

13 Consistent with the Commission's
14 Rules and the Public Utilities Code, a final
15 determination of the categorization for Phase
16 2 of this proceeding will be finalized in
17 scoping memo and ruling issued by President
18 Batjer, the assigned Commissioner.

19 It is also possible that there will
20 be an adjudicatory portion to this proceeding
21 in which a subsequent ruling will be issued
22 for that track. The Commission's
23 adjudicatory rules would apply prohibiting
24 ex-parte communication pursuant to Article 8
25 of the Commission's Rules of Practice and
26 Procedure.

27 Now I will turn to the scope of
28 Phase 2.

1 In the assigned Commissioner and
2 Administrative Law Judge's ruling, the
3 preliminary scope for today's discussion is
4 as follows:

5 First, responsiveness of the
6 communications providers during the latest
7 wildfires and Public Safety Power Shutoffs to
8 keep telecommunications service on.

9 2. Their compliance with Commission
10 Decision 19-08-025.

11 And three, their engagement and
12 timely responsiveness to requests from the
13 Office of Emergency Services and the
14 Department of Forestry and Fire Protection.

15 Now I turn to President Batjer for
16 the first issue.

17 PRESIDENT BATJER: Thank you, Judge
18 Rizzo.

19 I will begin with questions for the
20 wireless providers on their responsiveness
21 during the latest wildfire and Public Safety
22 Power Shutoffs (PSPS) to keep
23 telecommunication service operating.

24 Regarding public disclosure of
25 outage information, Verizon's response to the
26 Commission, Verizon stated, quote:

27 It intends to publicly disclose
28 Verizon-specific outage percentage

1 information during disaster so that
2 people can compare our network
3 performance during disaster to
4 aggregate industry information
5 collected in the least by the FCC
6 and the DIRS reporting.

7 It's on page 6 of Verizon's
8 response.

9 It is critical that the public know
10 how communication providers perform,
11 especially during times of crisis as we have
12 heard this morning in public comments.

13 As I consider the scope of this
14 next phase, I would like each company today
15 to address whether public disclosure of
16 outage information is necessary to ensure
17 public safety in the time of crisis.

18 I would like you to address this
19 question in light also of the comments made
20 by the representative of the Cal OES.

21 ALJ RIZZO: So, now would be the time
22 for the parties to respond to President
23 Batjer. Who would like to go first?

24 PRESIDENT BATJER: Why don't we start
25 from the left?

26 ALJ RIZZO: Left to right. We'll do
27 that.

28 Mr. Gauder. Please state your name

1 and the corporation which you represent.

2 MR. GAUDER: Sure. John Gauder,
3 Regional Senior Vice President for Comcast in
4 California.

5 As these PSPS events have been
6 unprecedented and it has been a challenge,
7 one, to work through them and, two, to find
8 the right level of communication based on the
9 request of comment, our first focus is as we
10 are continuing to learn through these PSPS
11 events, was on public safety, employee
12 safety, making sure that we support our
13 customers and communities in which we live
14 and work.

15 The first request that we got for
16 information was for wireless providers. We
17 are not a wireless facilities-based provider
18 so we did not respond to that.

19 Subsequently, we provided Cal OES
20 with updates twice a day on the existing
21 outages.

22 As, you know, in these events that
23 are widespread, sporadic and a bit chaotic at
24 times, so those numbers fluctuate, but we
25 feel that we responded as well as we could in
26 a unique situation and are certainly open to
27 continuing to work with the agencies to
28 understand how we can better provide

1 information and support them.

2 PRESIDENT BATJER: Sir, do you know
3 whether you responded with that data to OES
4 as a result of Director Ghilarducci's letter
5 or did you do it as a matter of course?

6 MR. GAUDER: I believe we have done it
7 previously. And during other instances with
8 the NorthBay Fires with the Paradise, Butte
9 County Fires, so I think we have a history of
10 providing it even without the initial
11 request.

12 PRESIDENT BATJER: Thank you.

13 ALJ RIZZO: I believe that,
14 Ms. Kasnitz, you would like to respond or
15 make a comment?

16 MS. KASNITZ: I have a question if I
17 may.

18 ALJ RIZZO: Please, for the record,
19 state your name and your organization.

20 MS. KASNITZ: Thank you. Melissa
21 Kasnitz with the Center for Accessible
22 Technology, one of the consumer advocates.

23 I very much appreciate the reference
24 by President Batjer to responses provided by
25 Verizon. But I would like to note that as a
26 party on the service list of the proceeding
27 we were only given nonconfidential responses
28 by four of the carriers: Charter, T-Mobile,

1 Cox and Comcast. So I would like to request
2 on behalf of the parties that the information
3 provided by the other carriers be served on
4 the service list at the earliest possible
5 opportunity.

6 ALJ RIZZO: Noted for the record.

7 MS. KASNITZ: Thank you.

8 ALJ RIZZO: Commissioners. Do you have
9 a question of Comcast? All right. We'll
10 move down the line next. I apologize.

11 MS. ELLIS: Thank you. Again, Allison
12 Ellis. I am Senior Vice President of
13 Regulatory Affairs for Frontier
14 Communication.

15 First, I want to thank you for the
16 opportunity to provide an update on our
17 response to the Public Safety Power Shutoff
18 Events in the recent wildfires.

19 Let me start by assuring you that
20 every member of the Frontier team shares the
21 state's concerns for public safety and takes
22 seriously our responsibility to provide
23 communication services to our customers.

24 Frontier has undertaken proactive
25 efforts to maintain our network and address
26 the current and future impacts to our
27 customers during these unprecedented and
28 extended commercial power outages.

1 We are committed to addressing the
2 challenges created by the PSPS events for our
3 operations, our customers and the communities
4 we serve.

5 That is why from the outset we have
6 been working collaboratively with California
7 agencies including daily reporting to Cal
8 OES, governments, utilities and communities
9 to mitigate to the extent possible the impact
10 to our services.

11 PRESIDENT BATJER: I'm not sure. The
12 same question that I was asking Gauder: Do
13 you know whether Frontier responded with data
14 that was requested or that typically is
15 distributed to Cal OES in an emergency or did
16 you only respond after you received the
17 letter from Director Ghilarducci?

18 MS. ELLIS: It's my understanding that
19 we'd already been in communication with Cal
20 OES prior to receiving that letter. We did
21 also respond to the letter.

22 PRESIDENT BATJER: Okay. Thank you.
23 No further questions.

24 COMMISSIONER RECHTSCHAFFEN: Is part of
25 your question also -- Verizon committed to
26 disclosing specific outage percentage
27 information during disasters. Is part of
28 your question, President Batjer, that each of

1 these providers are willing to commit to that
2 same level of public reporting? Because I
3 didn't hear it in answer from either Comcast
4 or Frontier that specific point.

5 PRESIDENT BATJER: That is the data we
6 are looking for; OES was looking for it at
7 the time as well.

8 MS. ELLIS: I can tell you that we
9 worked hard to provide the reporting to the
10 best of our ability based on the expedited
11 request. I can tell you that they are --
12 they come at a time and they are
13 resource-intensive what we are focusing our
14 efforts on emergency preparedness, emergency
15 response and maintenance of services.

16 We are actually currently in the
17 process of reviewing our internal processes
18 and procedures to ensure that we can provide
19 the most accurate and timely information
20 possible.

21 To the extent that there are
22 recommended changes to the way that the
23 reporting is being provided in the future, we
24 are absolutely prepared to take those under
25 -- into consideration and under advisement
26 and provide the information to the CPUC as to
27 what level of detail we're able to provide,
28 you know, in such a short time frame.

1 PRESIDENT BATJER: We are in the midst
2 of a PSPS. I think you used the words
3 "expedited request." It wasn't an expedited
4 request. We were in emergency. So it was in
5 the normal course of the event. And there
6 wasn't across the board, as Paul from OES
7 stated well, uniform information coming into
8 the center where we all were and dispatched.
9 And the downstream impacts that that has on
10 emergency services and indeed on impacted
11 customers is extraordinary.

12 So, to my colleagues' comments, we
13 do -- we would like to know whether or not
14 you're going to be making, as I asked and I
15 quoted Verizon, available that kind of
16 information.

17 So if we can continue with Sprint.

18 MR. O'LEARY: Eamon O'Leary, Vice
19 President Network Operations with Sprint.

20 During the emergency events, we have
21 had people --

22 PRESIDENT BATJER: I think you need to
23 speak a little closer the mic, please, sir.

24 MR. O'LEARY: I'm sorry. That's
25 better.

26 During the emergency situations, we
27 had a representative at the emergency
28 operations center, the Cal OES, at all times.

1 And we have provided and commit to provide
2 any outage information that you require.

3 PRESIDENT BATJER: Okay. Just for the
4 record, on that Saturday, I don't remember
5 the date, the room designated for the
6 telecommunications was pretty much empty in
7 the morning. It was only after Mark
8 Ghilarducci literally had calls out to the
9 telcos that the representatives appeared
10 later in that afternoon.

11 MR. O'LEARY: That may be the case. In
12 the future, we'll commit to have somebody
13 there at all times.

14 PRESIDENT BATJER: And I hope you will
15 also provide the outage data so that our
16 first responders can get to people that
17 desperately need it.

18 MR. O'LEARY: We shall.

19 ALJ RIZZO: Next.

20 MR. REYES: Thank you, President Batjer
21 and Commissioners, ALJ.

22 Thank you for the opportunity to
23 appear and testify before you today. Verizon
24 welcomes the opportunity to provide the
25 Commission with additional information
26 regarding our robust Disaster Relief
27 Preparedness and Response efforts during the
28 recent multiple public safety proactive

1 shutoffs and wildfire events.

2 As we strove to demonstrate
3 regarding our recent announcement that we
4 will now publicly disclose our percentage of
5 in-service sites during the activation of the
6 FCC's disaster information reporting system,
7 Verizon recognizes that collaboration and
8 transparency among stakeholders is critical,
9 particularly in this extraordinary and
10 unprecedented new reality of power shutoffs
11 and wide-scale wildfires as a result of
12 climate change.

13 We strongly believe that our network
14 is best in class in terms of network
15 resiliency, overlapping cell site design and
16 backup power availability.

17 I'm pleased to report that our
18 network fared very well during the recent
19 proactive shutoff events. Verizon was able
20 to maintain service for the vast majority of
21 our wireless sites that lost commercial power
22 during the shutoffs due to our robust backup
23 power plan and network design.

24 For example, President Batjer, you
25 cited data from the FCC DIRS reports that at
26 the height of the event on October the 28th
27 the wireless industry collectively reported
28 approximately 50 percent -- 57 percent of its

1 cell sites out of service, but by comparison,
2 as you will see from the public reports we
3 are now making, only eight percent of the
4 Verizon cell sites were out of service. And
5 Verizon's network --

6 PRESIDENT BATJER: Is that impact in
7 the impacted area? Because some of the
8 statistics that I'm given are statewide
9 statistics, which is far off the mark.

10 MR. REYES: In the impacted area,
11 President Batjer, by county. DIRS is
12 reported by county.

13 PRESIDENT BATJER: Thank you.

14 MR. REYES: And in our letter that we
15 submitted in response to your recent letter,
16 we provided additional data regarding Napa
17 and Sonoma Counties and we can provide any
18 data you request regarding the other
19 counties.]

20 PRESIDENT BATJER: I appreciate that
21 greatly.

22 MR. REYES: And then to finally answer
23 your question, instead of continuing with the
24 prepared statement, I'll just say that we
25 strove to proactively communicate regularly
26 with Cal OES and state leaders and this
27 Commission regarding our -- before and
28 throughout the recent events.

1 We do recognize that there's always
2 room for improvement, and we are very much
3 open to partnering with the Commission and
4 Cal OES, state and local leaders to see how
5 we can do better as a company and
6 collectively as an industry.

7 Thank you.

8 ALJ RIZZO: Thank you. Next.

9 MR. LUONG: Hi. My name is Jeff Luong.
10 I'm the Vice President of Construction and
11 Operations for AT&T. My team is responsible
12 for the construction and the maintenance and
13 operations of wireless and wireline network
14 across the west including California.

15 I would like to say that, first off,
16 I appreciate the opportunity to come here and
17 speak to you about the efforts that were
18 taken to ensure the reliability of the
19 network and ensure that customers stay
20 connected throughout these trying times. We
21 absolutely agree that communications is vital
22 to our community, and we're fully committed
23 to continue to provide the most reliable
24 network that we can and continue to enhance
25 our network to ensure that this grid is even
26 more reliable than it is going in the future
27 considering the unprecedented type of actions
28 and -- that's being driven by climate change

1 and these power shutoffs.

2 I will tell you that from my team
3 perspective, we have worked tirelessly with
4 thousands of employees, thousands of assets
5 prior, during and after each of these events
6 to ensure that we have grid reliability from
7 event to event. Although, from my overall
8 impacted area perspective, 97 percent of the
9 population maintained wireless service, there
10 are unfortunately 3 percent, which is still
11 too high, in terms of services not
12 connecting. And we are putting actions in
13 place -- and actually, we have taken actions
14 in place to actually improve the reliability
15 of those networks.

16 Specific to -- in terms of the
17 reporting of the information, I'm going go
18 ahead and defer to my colleagues as I am
19 responsible for the operation and not
20 the reporting side of what AT&T's responsible
21 for.

22 MR. ABDUL-RAHIM: Thank you,
23 Commissioners.

24 ALJ RIZZO: Hi. Are you his colleague?

25 MR. ABDUL-RAHIM: Yes. My name is --

26 ALJ RIZZO: Please state your name and,
27 for the record, your organization.

28 ///

1 STATEMENT OF SPEAKER WALID ABDUL-RAHIM

2 Yes. My name is Walid Abdul-Rahim.
3 I'm an assistant Vice President and counsel
4 for AT&T.

5 With regard to the reporting of
6 issues, I was personally involved in -- from
7 the beginning of October through the second
8 PSPS and the reporting efforts to Cal OES.
9 In the -- my understanding -- one of your
10 questions is as to how that reporting went
11 with regard to the --

12 PRESIDENT BATJER: If I may -- not to
13 interrupt --

14 MR. ABDUL-RAHIM: Sure.

15 PRESIDENT BATJER: But, most
16 importantly, is the reporting of the data,
17 what you reported?

18 MR. ABDUL-RAHIM: That's right.

19 PRESIDENT BATJER: Also is important is
20 when did you report it and at what point did
21 you report it? In other words, did you
22 report it voluntarily, or did you only report
23 it and did you only appear at the operation
24 center once asked -- directed by Director
25 Ghilarducci?

26 MR. ABDUL-RAHIM: The answer is from
27 the very beginning we have a presence at the
28 state operation center. That's been a

1 process we have had for the last two years.
2 We have had an individual through our
3 external affairs organization at the desk.
4 My understanding is that the way it works is
5 that when the operation center is
6 activated -- CUEA is a permanent member of
7 that operation -- CUEA and TURN will get a
8 representative from utilities to appear.
9 AT&T is -- I cannot say -- all the time
10 there, but my understanding is pretty much
11 all the time there.

12 Now, with regard to the data
13 reporting, from the very first instance, at
14 the beginning, at the first large PSPS, Cal
15 OES put out an Excel spreadsheet and said,
16 "Please fill this out." And that was the
17 data sought by county wireless sites down and
18 other information related to that. From that
19 beginning, it was a three times per day when
20 they were requesting the information. That
21 spreadsheet changed over time, but from the
22 very beginning, we were reporting that
23 information through the long-standing process
24 of providing it through CUEA. That is a
25 multi-year process that was in place.

26 At some point, Cal OES expressed
27 that they wanted the information directly.
28 Now, during this time, very chaotic, three

1 times a day we were reporting it through the
2 normal process. There was this transition in
3 shift. That took time. Once we got through
4 that, though, AT&T was reporting that
5 information timely directly to Cal OES. I
6 will say that there was a transition time,
7 but I would beg some understanding because we
8 had this long-standing process through CUEA.

9 With regard to the public reporting
10 of outage percentages that Verizon was
11 discussing, this is a concept that AT&T is
12 new as far as a public reporting. However,
13 it's not new with regard to AT&T's
14 involvement with first responders and Cal
15 OES. We have a long-standing external
16 affairs organization that is in direct
17 contact with first responders and Cal OES,
18 municipal county pretty much at every level.
19 And that is a process that is entrenched,
20 robust, and we will continue on.

21 COMMISSIONER RECHTSCHAFFEN: So as to
22 the specific commitment Verizon made, you're
23 still thinking about it? I didn't hear the
24 answer. Are you going to do it or not?

25 MR. ABDUL-RAHIM: I haven't -- I'm
26 afraid I don't have a ready answer for you.

27 COMMISSIONER RECHTSCHAFFEN: Okay.
28 That would be something we would be very

1 interested in hearing back from you.

2 MR. ABDUL-RAHIM: We will get back to
3 you. Thank you.

4 ALJ RIZZO: Next.

5 MR. GALLACHER: Good morning. David
6 Gallacher, Senior Vice President T-Mobile
7 Engineering responsible for West Region in
8 California.

9 I live here. I've lived in Northern
10 California for the last 24 years. I've had
11 friends and family and even personally been
12 impacted by the power shutoffs and the fire
13 events. So this is personal for me.

14 T-Mobile prides itself in having a
15 strong collaboration with state, local and
16 Federal Government. We -- and other
17 stakeholders. We look forward to seeing how
18 we can collaborate in meaningful ways to
19 provide and improve a better outcome in
20 future emergency events.

21 As far as the question, we did
22 voluntarily provide information on a
23 three-times-per-day basis before being asked
24 to do so. T-Mobile worked closely with the
25 Government Affairs Office of Emergency
26 Services and the California Utilities
27 Emergency Association, and we provided
28 regular and ongoing network status reports

1 throughout the events. We embedded members
2 of our engineering team as well as our
3 government affairs teams in Cal OES state
4 operations emergency center during the PSPS
5 events and wildfires to ensure realtime
6 communication on the status of our network.

7 We also work with CAL FIRE to ensure
8 that we were taking all actions necessary to
9 support their firefighting operations. We
10 also assisted Sonoma County during the fires
11 to provide their emergency operations center
12 with status updates from -- about our
13 network. And we also provided coverage
14 through cell on wheels and other means to
15 various evacuation centers within the county.

16 The county also assisted us with
17 gaining access to our sites once the
18 conditions permitted and it was safe to do
19 so.

20 PRESIDENT BATJER: Again, I'm not sure
21 we heard whether or not you're committed to
22 putting forth making public your data on the
23 outages. And also, not as important a
24 question, but do you know whether you were at
25 OES immediately when the PSPS was called, or
26 did you go to the center at the direction of
27 Director Ghilarducci?

28 The first question is most

1 important, committed to reporting outages as
2 Verizon has comitted to.

3 MR. GALLACHER: Yes, we can commit to
4 do that.

5 PRESIDENT BATJER: Okay. Thank you.

6 MR. GALLACHER: The second question was
7 when did we appear at the Cal OES center.
8 I'm not sure exactly when. I believe that we
9 were there prior to being asked.

10 PRESIDENT BATJER: I'm going to have
11 you all -- so we don't belabor this, I'm
12 going to have you all check your records on
13 this, because, as I said earlier, I was
14 present -- I was there with Director
15 Ghilarducci and Director Porter, and it only
16 was at the direction of Mr. Ghilarducci did
17 you all -- mostly did you all show up. So
18 that's not as important as the other
19 question. So I don't want to belabor it. We
20 can move on.

21 ALJ RIZZO: We'll move on. Next.

22 MR. ATTISHA: President Batjer,
23 Commissioners, ALJ, my name is Sam Attisha.
24 I'm the Senior Vice President and Regional
25 Manager for Cox Communications here in
26 California. I live in San Diego.

27 We take our obligation very serious
28 to maintain and operate our network safely

1 and make sure that those communities and
2 customers that we serve that rely on our
3 network for critical information or our 911
4 or the ability to get messages in times of
5 tragedy are that we focus on maintaining
6 available.

7 So I'm not aware of any issues in
8 regards to providing OES data. We operate in
9 Southern California only. Our network fared
10 very well during the four PSPS events that we
11 were a part of as well as our customers. And
12 so right before the third PSPS event for the
13 first time we were contacted by OES asking
14 for information, and we work with OES to
15 provide them that information. To the best
16 of our knowledge, that was satisfactory to
17 them. And we didn't receive a letter or any
18 kind of communication from OES saying that it
19 wasn't. And we are planning an in-person
20 meeting with OES to follow-up so we can
21 better coordinate our information with OES.

22 I do want to answer what I think
23 will be your next question is we were not
24 present at OES during the PSPS events.
25 Again, we operate in Southern California. We
26 have very strong coordination with our local
27 OES as well as SDG&E, who we are in constant
28 contact with as well as SoCal Edison.

1 Thank you.

2 COMMISSIONER RECHTSCHAFFEN: May I just
3 follow-up. I was a little disturbed to read
4 in your response that you said you don't have
5 the resources to send someone up to OES
6 during these events. Is that your position?

7 MR. ATTISHA: Right now all of our
8 resources have really been focussed on
9 exercising our business continuity plan. I
10 think that focus has been a part of why our
11 customers have been faring so well as well as
12 everything else we have done. It is
13 something that we're open to have a
14 conversation with. One of the avenues is we
15 are a part of the CUEA organization. And we
16 would look at potentially designating the
17 California utilities organization as our
18 representative at OES. And that's something
19 we want to talk more fully about with OES.

20 ALJ RIZZO: Thank you. We'll move on.

21 MS. PICCIOLO: Hi. My name is Deborah
22 Picciolo. I'm Senior Vice President for
23 Charter.

24 And thanks so much for the
25 opportunity to speak to you today. Charter's
26 overall impact was mostly in Southern
27 California, very much like Cox's impact. We
28 did respond timely to all CPUC requests on a

1 daily and weekly basis as they were
2 requested. We did not get any request from
3 the OES for information. We did also verify
4 that that was the case. So we didn't get it.
5 And then we also called them to ensure that
6 they did not ask for it, and we have
7 confirmed that.

8 We are very open to working with the
9 CPUC and OES on exactly what information they
10 need. So we look forward to having some
11 meetings coming up.

12 PRESIDENT BATJER: I have many more
13 questions, but I want to share the questions
14 for this portion of the agenda with my fellow
15 Commissioners.

16 MS. TOLLER: Your Honor --

17 PRESIDENT BATJER: Oh, I'm sorry.

18 MS. TOLLER: I apologize. I'm counsel
19 for Comcast.

20 Mr. Gallacher -- this is my fault,
21 not his fault -- was not prepared with the
22 details of the response to your question. So
23 I wanted to just clarify that.

24 So first of all, Comcast did have
25 somebody resident in Cal OES starting on
26 Friday afternoon. That was before we were
27 asked to appear there, but we did have our
28 representative there and then throughout the

1 duration. In terms of the timing of
2 providing information, we voluntarily
3 provided information first to CUEA on
4 Saturday. And then our understanding had
5 been -- as it was traditionally, CUEA would
6 provide that information to Cal OES. And
7 then on Sunday we got the letter from
8 Director Ghilarducci asking for that
9 information to go directly to OES, and then
10 we gave it directly to OES after that. And
11 sort of consistent with what AT&T said, there
12 was some transition time.

13 PRESIDENT BATJER: What about releasing
14 your outage data?

15 MS. TOLLER: So I think that that is a
16 request that we're seeing for the first time
17 come to us. And I think it's one that we
18 want to go back and look at and figure out.
19 We're also trying to balance sort of critical
20 network infrastructure confidentiality
21 issues, but of course, we also want to do the
22 best that we can to work with the Commission
23 and to satisfy their needs and our public
24 safety partners' needs. So we will
25 definitely take that back.

26 PRESIDENT BATJER: I think that
27 balancing has gone on for a while. And I
28 think it's time, given the seriousness of

1 these events, that a decision is made. Thank
2 you.

3 ALJ RIZZO: Okay. Thank you. Now
4 we'll turn to the other Commissioners.

5 Commissioner Shiroma.

6 COMMISSIONER SHIROMA: Yes. I wanted
7 to make a comment. First of all, I did
8 observe, as the letters were coming in from
9 the telcos, that only Verizon didn't have
10 confidentiality -- "confidential" on the
11 letters. Everyone else had -- it said
12 "confidential." So I appreciate the
13 willingness to provide information. In the
14 end, it is about safety and that our first
15 responders have the best communication, that
16 our -- Californians have the best
17 information. I appreciate that T-Mobile, if
18 I heard you correctly, you committed to
19 following Verizon's lead on providing. But I
20 didn't hear it from anybody else. So I do
21 look forward to hearing from everybody else.

22 Thank you.

23 COMMISSIONER GUZMAN ACEVES: President
24 Batjer, this is a bit of a tangent, but since
25 it was raised as an issue by AT&T on the 3
26 percent outage data point, which, as you
27 mentioned, is almost a relevant number,
28 because we are looking at communities and the

1 impact to communities, and one community that
2 we heard from today was the supervisor from
3 Lake County, as I also mentioned earlier, can
4 you confirm that today there is someone
5 working with Lake County and the supervisors
6 there to prevent another sewer spillage?

7 As he mentioned, they have backup
8 generation at the site but were not able to
9 communicate with your network. And so if you
10 can do that by the end of the hearing, to
11 just -- he had to run back. Can we make sure
12 there is somebody working with them to make
13 sure their sewer and water systems are able
14 to communicate?

15 MR. LUONG: Thank you, Commissioner.
16 Actually, I can confirm right now. I have
17 been exchanging notes with my operations
18 teams in the field. They are in the process
19 of assessing, you know, the status of the
20 facilities in that area. If a generator is
21 not in place now, I can assure you a
22 generator is en route to ensure that the
23 operation stays up and running. We
24 definitely apologize for what has occurred.
25 This is the first I've heard of it. I will
26 happily do a detailed review of what did
27 not -- what went wrong and make sure that we
28 have it addressed going forward in the

1 future. It is absolutely our intention to do
2 that.

3 COMMISSIONER GUZMAN ACEVES: Thank you.
4 Thank you. And Lake County is one of -- on
5 the DIRS report, it shows a 35 percent
6 outage. So I think that's where the 3
7 percent is really not relevant. And also,
8 another example of -- you know, the water
9 district is a special district. You may not
10 have had that communicate -- you may have had
11 a communication with a first responder,
12 another reason why this information needs to
13 be made public as soon as possible.

14 MR. LUONG: Well, absolutely. We
15 actually interfaced with all industries, and
16 I will have to look into why this specific
17 water district was not addressed. I could
18 assure you that we not only interact with
19 first responders, we interact with hospitals.
20 We interact with public jurisdictions. We
21 interact with other utilities and other large
22 customers that have critical needs to ensure
23 that all these sides are addressed. I could
24 tell you for prior events, even for this
25 event, we deployed hundreds of portable
26 generators.

27 Actually, over the past two days
28 prior to the event occurring, we continued to

1 shift our generators as needed. As PG&E
2 issues new maps and adjust their shutoff
3 areas, we continue to follow them. My
4 assurance is that every site that can have a
5 generator will actually have generators
6 installed, as of last night coming into this
7 morning, in preparation of this PSPS event.

8 COMMISSIONER GUZMAN ACEVES: We'll get
9 to that later, I believe.

10 PRESIDENT BATJER: Yes, we are. Are
11 there any --

12 ALJ RIZZO: Yeah. Commissioners, do
13 you have any other remarks from this topic
14 you would like to ask at this moment?

15 (No response.)

16 ALJ RIZZO: Okay. So counsel for the
17 Public Advocates Office indicated that they
18 may have a statement they would like to make
19 on the topic. At this time, I invite counsel
20 or the Public Advocates representative to
21 come up and make the statement to this
22 scoping issue.

23 When you approach the mic, please
24 say your name and your organization for the
25 record.

26 STATEMENT OF SPEAKER ELIZABETH ECHOLS

27 Good morning. My name is Elizabeth
28 Echols, Director of the Public Advocates

1 Office.

2 President Batjer, Commissioners and
3 Judge Rizzo and Judge Bemesderfer -- sorry.
4 I was practicing, and I got it wrong -- Judge
5 Bemesderfer, thank you for the opportunity to
6 speak today.

7 During the recent power shutoffs and
8 again this morning, customers and first
9 responders are without basic cell phone
10 service. As you know, over 80 percent of
11 emergency 911 calls are made over cell
12 phones. Californians must be able to dial
13 911 during a power outage. As we heard from
14 CAL FIRE, Chief Wilson, this is a matter of
15 life and death.

16 Our firefighters are putting their
17 lives on the line every day, and they must be
18 able to communicate. When they don't have
19 access to the information they need, it
20 jeopardizes their safety and the safety of
21 our communities. Like many Californians, my
22 family and I lost service in two of the
23 recent power shutoffs. Myself, my Verizon
24 cell phone did not work, my Comcast landline
25 and internet did not work. Public health and
26 safety demands that people have access to
27 their phone lines to get emergency evacuation
28 alerts, dial 911 and communicate with their

1 loved ones.

2 Consumers are doing their part to
3 prepare for outages by having backup power
4 and keeping their cell phones charged.
5 Communication companies must also do their
6 part to keep the network up and running. We
7 urge the Commission to exercise its authority
8 to require backup power standards for
9 wireless facilities including cell sites.
10 These standards should at least match
11 wireline backup power standards of 72 hours
12 of on-site power.

13 Thank you.

14 ALJ BEMESDERFER: Thank you very much,
15 Ms. Echols.

16 Commissioner Rechtschaffen.

17 COMMISSIONER RECHTSCHAFFEN: I don't
18 want to interrupt on the run of this show,
19 but is it appropriate to ask the parties for
20 their comments on that specific
21 recommendation that's been raised by Public
22 Advocates Office?

23 ALJ BEMESDERFER: Absolutely.

24 PRESIDENT BATJER: Yes, absolutely.

25 MS. ECHOLS: The 72 hours?

26 COMMISSIONER RECHTSCHAFFEN: The
27 requirement to extend the 72-hour backup
28 requirement to wireless facilities.

1 ALJ RIZZO: We're going to go down the
2 line beginning with Comcast on that.

3 MR. GAUDER: Under normal storm event
4 circumstances, we would deploy a generator to
5 power up affected portions of our plan.
6 We've done so on many occasions. Considering
7 the significant fire danger associated with
8 PSPS events and with our focus being on
9 public safety, we believe it to be in the
10 best interest of our customers and
11 communities to not deploy generators during
12 this high-risk fire time.

13 We are evaluating options. We
14 currently have over 1,500 network devices
15 that are between our hubs and our customers'
16 homes that require power. All of them have
17 backup power today lasting from anywhere from
18 4 to 24 hours. That has been sufficient to
19 date relative to the outages that we face
20 generally related to storms. We are
21 continuing to work with providers of battery
22 backup to see what the options may be going
23 forward.

24 ALJ RIZZO: Next.

25 MS. ELLIS: Allison Ellis, Frontier.

26 We do currently have backup
27 capabilities of 72 hours in our central
28 offices. The central offices support

1 services to roughly 85 percent of our
2 subscribers. We do not provide cellular
3 service. For those facilities further out in
4 our network that support more remote areas,
5 they are equipped with either battery backup
6 or other types of portable generators during
7 emergency incidents.

8 ALJ RIZZO: We'll continue down the
9 line.

10 MR. O'LEARY: Just real briefly, to
11 address the previous question, we did have
12 somebody at the OES office prior to the
13 request going out, and we did comit to
14 providing the information, Commissioner.

15 Onto the second question, you know,
16 our current strategy is to -- we have eight
17 hours' battery backup at all our wireless
18 sites. We have six generators at all of our
19 central office sites. Our current strategy
20 is to deploy portable generators when we have
21 an outage.

22 Now, our experience in past outage
23 events did not prepare us for the magnitude
24 of the current event in this
25 October/November. However, we do have -- we
26 did have well over a hundred portable
27 generators in California market stage, and we
28 have brought in several hundred more in the

1 meantime. And we are learning as we go
2 through this process with the much larger
3 outage situations, and we plan to have all
4 our portable generators staged and in
5 positions for future events so that while we
6 may not have 72 hours of batteries at a site
7 or fixed generators at a site, we do plan to
8 have portable generators rolled out in time
9 and staged prior to future outages.

10 As an example, for the current
11 outage that's happening today, I believe we
12 have about 75 sites that will be affected,
13 and we already have portable generators at
14 about 68 of those and are getting portable
15 generators to the remainder sites today.

16 Does that address your question?

17 COMMISSIONER SHIROMA: That provides 72
18 hours?

19 MR. O'LEARY: Yes.

20 COMMISSIONER RECHTSCHAFFEN: The
21 question, do you support a requirement -- I
22 understand that's the practice, and I
23 appreciate the commitment. But the question
24 is going forward would you support this as a
25 regulatory requirement?

26 MR. O'LEARY: We look forward to
27 working with the CPUC to explore options
28 around that, and I will support the

1 ongoing -- and planning for that.

2 ALJ RIZZO: We'll continue.

3 MR. REYES: President Batjer and
4 Commissioners, again, Rudy Reyes for Verizon.

5 So to answer your specific question,
6 we welcome working with the Commission. We
7 recommend holding technical workshops on
8 coming up with an appropriate standard. A
9 one-size-fits-all standard does not take into
10 account many of the feasibility and
11 restrictions that we have in terms of
12 guaranteeing backup power to all sites, but
13 in this unprecedented era, yes, we do
14 recognize there is a need for state action
15 here. We would welcome technical workshops
16 to work out exactly what that standard ought
17 to be and what exceptions and caveats should
18 be made to that.

19 Regarding Verizon's network, a
20 substantial majority of our macro sites have
21 four to eight hours of battery backup and a
22 considerable majority also have permanent or
23 fixed generators with very few exceptions.
24 All of the macro sites that do not have
25 permanent generators can be served with
26 portable generators. Fixed generators can
27 run for 24 to 72 hours on a single-fuel tank.
28 And both fixed and portable generators can be

1 refueled indefinitely so long as we have
2 access to the site.

3 In addition, due to overlapping
4 covered cell site design, the outage of one
5 macro site does not always cause service
6 disruptions or degradation to a customer. So
7 those are some of the details that we would
8 welcome being addressed in technical
9 workshops as we propose.

10 ALJ RIZZO: Thank you.

11 We'll continue.

12 MR. LUONG: Jeff Luong, AT&T.

13 We agree with Verizon's position
14 that we would love to engage in technical
15 workshops to discuss how to best implement
16 the right backup solution. As Verizon
17 mentioned, not all cell sites are the same.
18 A lot of our cell sites are capacity cell
19 sites that's there to allow us to increase
20 the speed and have the fastest network. They
21 are not necessarily coverage cell sites.
22 Having one site go down doesn't mean that the
23 network is not functioning. It's probably
24 not running 70 megabits per second, but you
25 can get a text through. You can make a phone
26 call. You still are operational. So to
27 state that every single cell site would need
28 72 hours of backup in order to provide the

1 service that our customers need -- customer
2 communities need, I don't think that's a
3 hundred percent true. But we're absolutely
4 determined, and I would love to be part of
5 the solution to figure out how to do that.

6 In addition to that, to the
7 statement of disclosing in terms of the
8 number of site outages in reliable -- stated
9 previously, we believe that, you know, just
10 stating the number of sites out doesn't
11 really truly represent how many customers
12 it's impacted and how many sites are truly,
13 you know, covered sites that are impacting
14 the ability of customers to use their
15 service.

16 However, with that stated, I will
17 actually address the question that you asked
18 previously, President Batjer, that AT&T will
19 publicly disclose outage information, and
20 we'll work through the details associated
21 with that. But we're absolutely committed to
22 that, and we'll support that effort.

23 COMMISSIONER RECHTSCHAFFEN: Just a
24 follow-up. Verizon said they support a rule
25 on backup -- Mr. Reyes supported a rule on
26 backup power, but the specifics need to be
27 worked out. Are you similarly committing that
28 you support a mandatory requirement for

1 backup power just -- with the details to be
2 worked out?

3 MR. LUONG: I am not on a current
4 affairs team. I will fully support being
5 part of a technical advisory team to evaluate
6 how to enhance the backup and ensure that the
7 reliability, whether it's a rule, whether --
8 this is not my expertise, but we absolutely
9 do support actions to working jointly and
10 collaboratively with the state and the
11 industry to ensure that our customers have
12 service when they need it. Absolutely.]

13 MR. GALLACHER: Dave Gallacher,
14 T-Mobile.

15 I wanted to address an issue that my
16 colleague here just touched on, but I think
17 it's an important point that I want to make
18 concerning what seems to be a common
19 misconception, maybe an understandable
20 misconception, at least with respect to
21 T-Mobile's network. And that is that the
22 number of sites off the air due to power
23 outage or other events is simply, you know,
24 counting the number of sites down is not a
25 good proxy for the actual customer
26 experience.

27 Historically, T-Mobile was forced to
28 build many more sites than our competitors

1 because we didn't have low band spectrum.
2 Our signals didn't travel as far, therefore
3 our sites had to be much closer together and
4 we had to have many more of them.

5 Subsequently we acquired -- so
6 therefore we built a much denser grid of
7 sites, if you will. We subsequently acquired
8 this low band spectrum where the signal
9 travels much further. So now we actually can
10 create and have created for emergency
11 response an overlay network using a subset of
12 the sites.

13 So many of our sites were off the
14 air during the recent events and those sites
15 were used for additional capacity for
16 improved data through boost speeds and were
17 not necessarily required to provide basic
18 voice and text and emergency services.

19 So during emergency situations as
20 the ones we're discussing here today, we have
21 designed an overlay network that uses a
22 subset of our sites to provide a blanket of
23 coverage for voice and text, although this
24 provides a much-more limited data experience
25 than our customers would normally enjoy, it
26 is adequate for customers during an emergency
27 to make and receive calls, receive text
28 messages from the emergency services, et

1 cetera.

2 So, again, just because a site is
3 down and off the air does not necessarily
4 mean that there's no coverage and that that
5 customer can't make and receive voice calls
6 and text messages at that particular
7 location.

8 In addition, we compensate for a
9 site, a given site being off the air by
10 redirecting traffic to neighboring sites that
11 are still up and running. We use a variety
12 of tools and techniques to retune surrounding
13 sites, including for example remotely
14 adjusting antennae tilts so that they can
15 automatically and remotely be adjusted to
16 cover areas that they don't normally cover
17 and are not designed to cover.

18 This approach allows the vast
19 majority of our customers as well as first
20 responders to retain voice texts and basic
21 services throughout the recent events and we
22 have a number of data points that demonstrate
23 this to be the case. Network measurements
24 that we took indicated during the events that
25 even at locations where there was no power
26 customers were able to make and receive
27 calls.

28 In addition, the overall traffic

1 volumes that we measured were similar to the
2 prior week when there was no event.

3 And, lastly, calls to our customer
4 care organization were in the normal range.

5 So all these indicate, though
6 obviously there were areas where customers
7 couldn't make and receive calls and the
8 network was degraded, the vast majority of
9 our customers were actually able to make
10 calls at those locations.

11 The focus on the number of sites has
12 unfortunately resulted in misunderstanding
13 and misconceptions of our network
14 performance. It is not necessary to harden
15 all of the sites in the network to provide
16 the resilience required. Nor is hardening
17 all sites practical due to access, landlord
18 issues, local jurisdictional restrictions,
19 structural issues on the site, et cetera. So
20 even if we wanted to harden every site, there
21 would be a limit to our ability to do that.
22 But as I stated earlier, I don't think it's
23 necessary.

24 In terms of the backup, I'd say that
25 we have learned a lot in the last month. I
26 think we will all agree everyone being
27 involved in these incidents have learned a
28 lot. And I think that this cries out for a

1 collaborative discussion to assess what
2 worked and what didn't work and what needs to
3 change in the future.

4 The issues are very complex and the
5 solutions will be complex. So getting all
6 these people to engage to examine what
7 happened and to help design the solutions
8 that have the potential for improving the
9 situation without further regulation would be
10 our preference. Or maybe that we find that
11 working differently using the Commission's
12 existing rules could yield better results.
13 We would ask that you allow for a process
14 that takes a holistic view before you make
15 any decisions on what to do from a regulatory
16 perspective.

17 COMMISSIONER RANDOLPH: Can I make a
18 comment about scope because both AT&T and
19 T-Mobile mentioned that this notion that
20 calls and texts are adequate. I think there
21 needs to be a conversation within the scope
22 about what is the minimum service necessary.
23 Because I get that, you know, maybe gaming
24 and streaming Disney movies isn't necessary,
25 but being able to go on the utility website
26 to see the status of the PSPS and other basic
27 information like that is really now sort of
28 the minimum you need in an emergency

1 situation. So I would encourage that to be
2 part of your review.

3 MR. GALLACHER: I mean our voice and
4 data networks are now separate, so there
5 would be access to data if you had access to
6 voice. It may not be a great experience in
7 terms of download speeds or being able to
8 look at video content, et cetera.

9 COMMISSIONER RANDOLPH: But we need to
10 have a discussion about what that need is.

11 MR. GALLACHER: Absolutely.

12 ALJ RIZZO: And that is a reasonable
13 position, Commissioner Randolph, that we will
14 consider.

15 COMMISSIONER GUZMAN ACEVES: Just as a
16 follow-up, my understanding is that what
17 you're raising is correct as one indicator,
18 maybe a proxy even, but what Cal OES has been
19 asking for is maps of outages of the coverage
20 that is actually out and that you have
21 declined to provide that.

22 MR. GALLACHER: Well, I don't think we
23 have declined to provide it. I think it's
24 challenging with the tools that are currently
25 being used across the industry to provide a
26 unified view of what that coverage looks
27 like. We all operate slightly differently.
28 So I think this needs to be a collaborative

1 approach on what that standard for coverage
2 looks like. It's a true and accurate
3 representation of the actual customer
4 experience versus a fairly crude proxy that
5 we use today which is the number of sites off
6 the air or the number of generators,
7 employee, et cetera.

8 PRESIDENT BATJER: That is not the
9 measurement. Please, you all need to help us
10 know what the right measurement is. I
11 understand. I mean I don't want to be
12 demanding of things that are not going to get
13 us to the objective that we want. What we
14 are talking about -- at the end, we are
15 talking about your customers and whether they
16 can be safe and whether they can have
17 reliable communication in the time of an
18 emergency, and that is not just a wildfire.

19 My colleagues mentioned earlier
20 earthquakes, some of the things that I am
21 very concerned about and have been talked
22 about that we have learned lessons in the
23 last three weeks on our preparedness, on our
24 backup on where we are.

25 We have been experiencing the
26 historic extraordinary wildfires now for
27 three years and we know what the -- how prone
28 we are to devastating earthquakes. So it's

1 sort of stunning that you go, "Well, we just
2 learned a lot in the last three weeks."
3 Where's the preparedness for resiliency?
4 That's a concern.

5 MR. GALLACHER: Thank you, President.

6 Our network is resilient. We take
7 it extremely seriously. It's a priority for
8 a company to provide resilience. I think
9 what we are talking about is a true
10 representation to the public of what the
11 actual state of the network is and I think
12 the industry struggles with that, quite
13 frankly. I think there is an opportunity for
14 us to collaborate.

15 COMMISSIONER GUZMAN ACEVES:

16 Mr. Gallacher, you mentioned a basic level of
17 making a call.

18 MR. GALLACHER: Yes.

19 COMMISSIONER GUZMAN ACEVES: Of sending
20 a text.

21 MR. GALLACHER: In an emergency, yes.

22 COMMISSIONER GUZMAN ACEVES: Is that
23 not something you can provide a coverage map,
24 what is in a basic level for people to
25 actually know "Do I have coverage? Can I
26 make a phone call or send a text?" That
27 seems to be the basic common public
28 understanding of "Does my cell service

1 provide me basic service?" And that is what
2 OES has been asking for. If you don't want
3 to use the proxy or the cell tower, don't use
4 that proxy, but give them a map of where your
5 coverage is actually providing service for
6 itself.

7 PRESIDENT BATJER: And that is not just
8 T-Mobile.

9 COMMISSIONER GUZMAN ACEVES: Not just
10 T-Mobile.

11 MR GALLACHER: I believe we, along with
12 the other major carriers, are working with
13 experts to provide industry-wide outage
14 program. I think there is an advice letter
15 to the Commission outlining a plan. I'm not
16 sure if we are talking about the same topic
17 here, but I believe there is work ongoing to
18 provide the website, an industry-wide website
19 for the purposes of making coverage available
20 to the public.

21 MR. LUONG: If I may, I would like to
22 kind of address your question.

23 I can't speak to regulation. I
24 can't speak to legislation. I am a network
25 operator. From my perspective, RF
26 propagation and RF engineering is a very
27 complex science. It's not black and white
28 and I do agree with your statement that we

1 have got to first define what is the minimum
2 level of service that we think is
3 appropriate, right? Is it just sending,
4 receiving emergency text messages? Is it
5 making a phone call? Is it a certain level
6 of data rate to ensure that people are able
7 to stream the latest information so that they
8 have most current information? I think we as
9 an industry need to get together and define
10 what that is before we can answer the
11 question of what is the coverage? Right?
12 You've got to first define what you want and
13 then you can, based on the definition of what
14 it means, what level of service that we have,
15 that we all desire, then we can determine
16 what is possible from a propagation
17 perspective and I think that's where we can
18 create from an industry perspective a
19 commonality in terms of we are all
20 interpreting the rules the same way and
21 reporting and truly allowing our customers
22 and our community to understand how this --
23 how these types of natural disasters are
24 impacting their ability to communicate.

25 So we are fully supportive in
26 engaging and working together to define those
27 items and coming up with a solution on that.

28 PRESIDENT BATJER: I don't think there

1 is anything stopping you guys to collaborate
2 and get together. We'll never rule against
3 that.

4 ALJ RIZZO: Okay. We'll continue.

5 MR. ATTISHA: Sam Attisha, Cox
6 Communications.

7 Cox is not a wireless provider in
8 California. We don't have any wireless
9 infrastructure or have any end user
10 customers. But we do provide backhaul to
11 wireless towers and in many cases the
12 equipment that we have at the wireless tower
13 at many times at the request of the wireless
14 carrier is plugged into their power network.
15 So we benefit from the hardening of the
16 wireless facilities there with our own edge
17 equipment.

18 Backup power is an area -- in my
19 closing comments, I had an ask out to the
20 Commission that I think backup power is very
21 complex. There has been a lot of changes to
22 backup power. There's a lot of new
23 technology potentially on the horizon, backup
24 power. So one of my closing asks of the
25 Commission is I think is a very good area to
26 have a workshop on to bring in key folks to
27 really understand what the opportunities are
28 around backup power. Given the complexity of

1 the environment that all of us operate in, we
2 want to make sure that if we deploy backup
3 power it's done in a way that we don't create
4 additional safety issues, but are there other
5 technologies that we can take advantage of?

6 ALJ RIZZO: We'll keep moving on.
7 Next.

8 MS. PICCIOLO: Unlike Cox, Charter is
9 not a wireless provider here in the state of
10 California.

11 Thank you.

12 ALJ RIZZO: All right. If there is
13 nothing else on this issue, I will turn it
14 over the ALJ Bemmesderfer.

15 ALJ BEMESDERFER: Thank you. I am
16 going to turn to the second of the three
17 scoping issues: Compliance with Decision
18 19-08-025.

19 The Ordering Paragraphs of that
20 decision are addressed in all providers of
21 telecommunications services in this state,
22 including landline providers, emergency
23 service providers, Lifeline providers, VoIP
24 providers, carriers of last resort and
25 wireless providers, including both
26 facilities-based and non-facilities-based
27 providers.

28 The decision's Ordering Paragraph

1 includes specific directions to each type of
2 provider detailing actions providers are
3 required to take after a gubernatorial or
4 presidential declaration of emergency.

5 Without listing in detail the
6 contents of the Ordering Paragraphs which I
7 assume you've all read, I will note that the
8 scope of this issue will include for each
9 designated type of provider an examination of
10 the degree to which the provider has complied
11 with the decision and consideration of the
12 steps to be taken to correct noncompliance.

13 Let me turn now to the
14 Commissioners.

15 Commissioner Batjer, I believe you
16 have some questions on this issue?

17 PRESIDENT BATJER: Yes, Judge. Thank
18 you.

19 I will start with questions for the
20 wireless providers and their compliance with
21 D.19-08-025, the decision that adopted the
22 Emergency Disaster Relief Program measures.

23 On page 3 of the AT&T response to my
24 letter, it essentially stated that it does
25 not believe rules should be applied to
26 carrier companies and instead the spirit of
27 innovation should be the basis of solutions.

28 Well, I agree that we need to

1 innovate. I am deeply concerned that the
2 communication companies have not adequately
3 innovated and created best practice to meet
4 the challenges of today as I stated just
5 moments ago in fact in terms of the
6 preparedness that we have witnessed or lack
7 thereof, in terms of the latest disasters.

8 Decision 19-08-025 required wireless
9 providers to deploy cells on wheels, which
10 you all refer to as COWs and cells on light
11 trucks referred to as COLTs to supplement the
12 disruptive service in the areas that need
13 additional coverage to ensure access to 911
14 and E-911 service.

15 You've touched a bit on this, but
16 how do you prioritize the deployment of the
17 COWs and the COLTs in a disaster when these
18 devices are -- might have been booked for
19 other events when they are not needed in
20 California? We heard a little bit about some
21 of your backup diesel efforts but I would
22 like to just hear how do you all prioritize
23 the deployment of COWs and COLTs? And if you
24 would like to expand on some of that, that
25 would be helpful as well, in terms of
26 preparedness.

27 Well, I am addressing this to the
28 wireless.

1 ALJ BEMESDERFER: This is for the
2 wireless carrier. And, Mr. Reyes, I see you
3 poking at your microphone.

4 MR. REYES: Thank you, Judge
5 Bemederfer.

6 So, as a general, we're very
7 familiar with Decision 19-08-025 and we
8 strove not only to comply with it but to
9 really lean in and do as much as we can
10 during these unprecedented events.

11 You mentioned deployment of COWs,
12 charging stations, the provision of WiFi,
13 data relief and the provision of temporary
14 phones. We did all of these things to the
15 best of our abilities.

16 Specifically, we engaged in
17 considerable disaster relief efforts and we
18 pride our partnership with the Red Cross,
19 local jurisdictions and our other public
20 safety partners. We donated \$100,000 to the
21 California Fire Foundation. We provided
22 data, text, voice-overage relief to customers
23 in communities impacted by the wildfires.

24 We have a relief team which runs to
25 the crisis. That's a part of our credo
26 internally to run to the crisis; to provide
27 assistance to evacuation shelters, first
28 responders and local governments. For

1 example, we were instrumental in ensuring
2 that CAL FIRE's base camp in Ventura County
3 had communication service throughout the
4 fires. Because the base camp was unable to
5 have data lines brought in, we provided four
6 WiFi routers. We activated four mobile phone
7 numbers for CAL FIRE's existing cradle-point
8 routers; loaned 10 phones and 10 jet packs to
9 enable the camp to run its communications
10 seamlessly.

11 We also tried to do as much help for
12 the state as possible. During the wildfires,
13 the San Bernardino field office experienced
14 service disruption for its office phones due
15 to an underground connection cut. We
16 immediately loaned 12 4G LTE wireless home
17 phones to the DMV at no cost. We have
18 detailed all of our compliance efforts in
19 response to your advice letters filings and
20 we detailed them in response, President
21 Batjer, to your letter. I won't read all of
22 them because there are pages and pages; WiFi
23 Red Cross shelters, local EOCs.

24 And if you're going to get to this
25 later, I would say there is another area that
26 respectfully I do -- Verizon does see a need
27 for state action in terms of communicating
28 with local EOCs. We tried our very best to

1 do that, but to our knowledge there is not a
2 single unified list of local EOC contacts.
3 So we really relied on disseminating that
4 information centrally through Cal OES, but if
5 we could work with the Commission to come up
6 with a protocol to make sure there are local
7 emergency operation centers and first
8 responders are as notified as the state is,
9 that would be one area where a partnership
10 with the Commission could help.

11 Thank you.

12 MR. LUONG: I'll go next.

13 ALJ BEMESDERFER: Thanks, Mr. Reyes.
14 Let's hear from AT&T.

15 MR. LUONG: Thank you. I appreciate
16 it.

17 So in terms of the innovation and
18 the solutions associated with the problems
19 that we are faced, the issues, the shutoff
20 that has occurred is unprecedented. I think
21 that has been stated several times. The
22 power outage that has occurred is 10 times
23 what any of us have, you know, dealt with in
24 the past.

25 Prior to this position, I actually
26 have disaster recovery responsibility
27 nationwide and I cannot recall another
28 situation where you have that level of power

1 outage that's occurring across such a big
2 geographic area impacting so many customers.

3 You know, we are dependent on a
4 semi-reliable power grid in order to maintain
5 adequate service; however, understanding that
6 this is the new reality that we are living
7 in, I think we got to approach this issue
8 both ways. We got to approach this issue
9 from an innovative perspective and I would
10 argue that AT&T is probably more innovative
11 in terms of how we address it and we also got
12 to approach this issue from a practical
13 perspective.

14 So from a practical perspective, we
15 are absolutely increasing our investment of
16 fixed generators. We are absolutely
17 increasing our investment in securing more
18 portable generators. We don't believe it is
19 a one or the other type of solution. We
20 believe it is a right mix of both of those
21 items and those are the ones that will
22 provide immediate relief and improve
23 reliability.

24 In addition to that, innovation is
25 absolutely key to this thing, to this
26 solution. And my team are already underway
27 and in the process of implementing numerous
28 innovative solutions.

1 We do have fuel cells in our
2 network. We have hundreds of fuel cells
3 already in place in the network. Do I
4 believe it's the right solution across the
5 board? Absolutely not.

6 We are looking at different battery
7 technology from lithium ion battery to nickel
8 cadmium batteries. Absolutely battery is the
9 solution and will absolutely prolong the
10 reliability of the network.

11 We are looking at artificial
12 generation. We are looking at automation.
13 We are looking at ways of reshaping the RF
14 characteristics of these cell sites to ensure
15 that we have the coverage and the speed and
16 the capability necessary to support emergency
17 requirements, but maybe not support the same
18 level of service a customer would utilize on
19 a day-to-day basis.

20 So all those items are underway. We
21 have teams of people that are investigating
22 that and we are happy to leverage our
23 learnings to ensure that across the industry,
24 to ensure that we're applying the best
25 practices to ensure that our community and
26 California are able to be, you know, have a
27 sustainable and reliable network that they
28 deserve.

1 Relative to cells on wheels and
2 cells on COLTs (sic), we have one of the
3 largest fleets of cells on wheels and cells
4 on COLTs (sic). Many of these cells and
5 wheels and cells on COLTS (sic) are actually
6 satellite links, so we are able to operate
7 independently of the power grid,
8 independently of the wireline network,
9 independently of any other type of
10 requirement.

11 These assets are deployed on a
12 regular basis to provide coverage to EOCs,
13 evacuation centers and anywhere that our
14 first responders need us to be and we have
15 deep-level engagement within our EA team with
16 most communities and local jurisdictions
17 across the state and the country.

18 The reason why cells on wheels and
19 cells on COLTs (sic) wasn't utilized for
20 these PSPS events was that typically cells on
21 wheels and cells on light trucks are utilized
22 when a site is down, is damaged, when a fire
23 has destroyed the site.

24 Most of these locations were down
25 because of a lack of power. And lack of
26 power is a whole lot easier to drag a
27 generator out to the site and plug it in and
28 turn it on than to bring a big vehicle, a big

1 truck, have to set it up, raise the mast, do
2 all the installation. Our restoration of it
3 was a lot quicker with portable generators
4 than with these other assets, but we
5 absolutely have them at our disposal and we
6 did have a limited number of deployment
7 throughout the event, but that wasn't the
8 right solution for this problem.

9 ALJ BEMESDERFER: Thank you, Mr. Luong.
10 Mr. Gallacher.

11 MR. GALLACHER: Yes, so we filed a
12 number of advice letters as required by the
13 decision in this topic. We took several
14 steps to help customers and consumers in
15 general, including some that went beyond the
16 requests of the Commission.

17 Specific to the decision, we did
18 deploy both COWs and COLTs; the COWs at the
19 Sonoma Marin Fairgrounds and COLTs at the
20 Sonoma County Fairgrounds.

21 I think the question was about
22 prioritization. Our first priority is to
23 help with the first responders and also
24 evacuation centers to provide consumers,
25 whether T-Mobile customers or not, with
26 access to connection with the people that
27 matter most to them during these troubled --
28 troubling times.

1 So our priority in deploying these
2 mobile resources, as my colleague from AT&T
3 stated, they are independent. They can
4 operate in pretty much any location because
5 of the backhaul with microwave satellite, et
6 cetera.

7 So we deployed to the fairgrounds,
8 as I said. We also positioned a mobile
9 command center at the Sonoma County
10 Fairgrounds and this is a large truck that
11 provided mobile responders with a place to
12 use WiFi and to recharge their phones.

13 We distributed free activated phones
14 with free service to many individuals, not
15 necessarily T-Mobile customers, including to
16 three CBOs supporting low-income groups.

17 We provided WiFi hotspots and
18 customer support trucks with free charging
19 stations and free WiFi service for use by the
20 public.

21 We distributed free charging banks,
22 handheld chargers, wall chargers, car
23 chargers and cables, et cetera.

24 We provided billing support for our
25 customers in the area of where the shutoffs
26 and the fires occurred, including placing on
27 hold collections activity and ensuring that
28 T-Mobile and Metro by T-Mobile customers did

1 not lose their service due to an inability to
2 add or reload their accounts.

3 We additionally provided the public
4 with free N-95 smoke masks, water, hand
5 sanitizers, sunscreen, plastic gloves, trash
6 bags and even supplies for dogs and cats and
7 large animals.

8 We also sent food trucks to the
9 impacted areas serving free hot meals to over
10 a thousand people.

11 ALJ BEMESDERFER: Thank you.

12 MR. GALLACHER: I'm sorry, sir. Was
13 there another part to the question?

14 ALJ BEMESDERFER: I think that was --

15 PRESIDENT BATJER: I think you answered
16 most of it and I appreciated the additional
17 information that you've just now provided in
18 terms of the things that you provided to the
19 community.

20 ALJ BEMESDERFER: I think we haven't
21 heard from Sprint.

22 MR. O'LEARY: Thank you. We do have
23 COWs available to deploy in the state of
24 California when required; however, for sites
25 that are without power, it's faster to deploy
26 a generator and get them back on air because
27 generally the towers are higher than the COWs
28 and they provide better coverage.

1 We did have two sites destroyed. We
2 determined that it was faster -- once we were
3 able to get back into that area, it was
4 faster for us to rebuild those towers and get
5 them back on air, which we are doing right
6 now.

7 With regard to the other aspects of
8 the order, we did provide charging in all of
9 our stores. We provided WiFi in all our
10 stores. We offered loaner mobile phones at
11 shelter locations for use by nonprofit
12 agencies, et cetera. We did implement
13 billing adjustments by providing unlimited
14 talk, texts, data to all our customers at no
15 extra charge.

16 We did collaborate and coordinate
17 efforts with the Cal OES, CUEA and the other
18 utilities by having Sprint employees present
19 at the state operation centers here in
20 Sacramento. So we were available to help.

21 Thank you.

22 ALJ BEMESDERFER: Thank you very much.

23 Other Commissioners have questions
24 for the --

25 COMMISSIONER GUZMAN ACEVES: This is a
26 follow-up to COWs and the COLTs.

27 Well, on that issue but as well as
28 your backhaul to what -- there was a

1 community up north at Blue Lake Rancheria
2 that was sharing a concern that involved
3 FirstNet. That one company serves area cell
4 sites with a single fiber backhaul service to
5 AT&T's cell sites. If that backhaul were to
6 go out, do you have any sort of mutual aid
7 agreements with other providers that have
8 backhaul in the area? And it's a question
9 across the board. Essentially, what kind of
10 mutual aid do you have amongst yourselves for
11 both backhaul and even these COWs and COLTs?]

12 MR. LUONG: Yeah, I need to go back and
13 investigate. From a mutual-aid perspective,
14 I will tell you that I think we are
15 absolutely open to assisting our peers in
16 terms of restoration efforts. We believe
17 that this is important for us -- it's for us
18 all to restore service and provide good
19 service to our customers. In terms of the
20 reliability of the network, we believe that,
21 from a wireline perspective, we have a very
22 robust network. We have thousands of
23 employees that are well-trained -- in place,
24 ready to dispatch on an immediate basis when
25 an issue does arise, and we have been doing
26 that for many, many years here in the State
27 of California.

28 COMMISSIONER GUZMAN ACEVES: I'm sorry.

1 So you do have mutual-aid agreements amongst
2 your peers, or you do not?

3 MR. LUONG: I cannot speak to that
4 unfortunately. I'll need to investigate
5 that.

6 MR. GALLACHER: I'm not sure what
7 you're referring, the mutual aid agreement,
8 but we do have the ability to roam on each
9 other's networks, and we implement that
10 during states of emergency. For example, in
11 the recent hurricane, an AT&T switch location
12 in Baton Rouge was completely taken off the
13 air. T-Mobile allowed AT&T customers to roam
14 on the T-Mobile network in that case.

15 Similarly, I can recall in Puerto
16 Rico where there was the major disaster a
17 couple of years ago. We opened our network
18 to others, to our competitors' customers to
19 roam in our network in those situations. And
20 that's a fairly standard process during
21 emergencies.

22 MR. LUONG: I have recollections to
23 that occurring as well too in terms of where
24 AT&T has helped other carriers as well.
25 Can't go into specifics, but that does occur.

26 I also do believe -- I think with
27 911 service -- I need to verify this, but I
28 do believe with 911 service, if you could get

1 a signal on your device regardless of
2 network, your 911 call will go through. That
3 is part of the protocol for 911, but I will
4 double-check that.

5 MR. GALLACHER: Yes. That is correct
6 on the 911 issue. We can -- provided the
7 phone is compatible obviously with the
8 technology. There's a point I wanted to make
9 about -- I think what you were alerting to is
10 can we share COWs and calls. I think one of
11 the challenges with that is the equipment is
12 different. We have different vendors. We
13 have different frequencies that we operate
14 at, et cetera. So a COW from AT&T or
15 Verizon, for example, is not necessarily
16 compatible with T-Mobil's frequencies. So
17 the ability to lend each other assets is
18 pretty limited.

19 ALJ BEMESDERFER: Other questions?

20 Commissioner Shiroma, did you want
21 to say something?

22 MR. O'LEARY: Yeah. Just to answer, we
23 also have roaming agreements in place. So if
24 our site goes off air, our customers will
25 attempt to roam if some of their carriers
26 have service.

27 COMMISSIONER SHIROMA: Thank you. Yes.
28 Thank you, Judge Bemederfer. Yes. So in

1 the decision referred to by the judge in
2 paragraph -- Order Paragraph 8, landline and
3 wireless providers, as identified in Ordering
4 Paragraph 1, which is pretty much everybody,
5 landline and wireless talks about providing a
6 plan for customer outreach of the various
7 protections in English, Spanish, Chinese,
8 including Cantonese and Mandarin, Tagalog and
9 Vietnamese as well as Korean and Russian
10 where those languages are prevalent within
11 the landline and wireless service providers'
12 service territories. Customer outreach shall
13 also be communicated in formats for customers
14 with disabilities impacting their ability to
15 use standard forms of communication.

16 So it's a brief status of complying
17 with Paragraph -- Order 8 of the 2019
18 decision that the Commission adopted.

19 ALJ BEMESDERFER: For this, I think, we
20 will go down the line, and we will start at
21 the far end.

22 Mr. Bloomfield, you have a remark
23 you'd like to make?

24 STATEMENT OF SPEAKER LEON BLOOMFIELD

25 Your Honor, Leon Bloomfield on
26 behalf of T-Mobile.

27 I just want to -- I know, at least
28 for Mr. Gallacher, I mean, he is our

1 engineering expert. This is a little bit
2 outside that bailiwick. I just wanted --
3 this is in advice letters, I think, that have
4 been filed by all of the wireless carriers at
5 least, but the wireless carriers have
6 actually gotten together. And everyone
7 submitted -- we created a plan -- a joint
8 plan to provide this kind of public outreach
9 unlike the IOUs who have specific
10 territories.

11 Obviously, your Honors all know
12 that we serve the entire state. So in order
13 to make sure our messaging was consistent and
14 didn't overlap and to be efficient about it,
15 we have come together to create a single plan
16 that will meet the requirements of the order
17 that -- the ordering paragraph that you're
18 talking about.

19 And then each individual carrier
20 may have things that they are doing in
21 addition to that, but we wanted to provide
22 this more unified approach to help all of our
23 consumers get the same information and have
24 just one place to go.

25 COMMISSIONER SHIROMA: Did you
26 implement the plan?

27 MR. BLOOMFIELD: I'm sorry?

28 COMMISSIONER SHIROMA: Was the plan

1 implemented over these past --

2 MR. BLOOMFIELD: Well, the ordering
3 paragraph required the plan to be provided,
4 which it was provided -- I forget the exact
5 date. I apologize. And currently it's
6 underway. It's being implemented. And I
7 think that in the plan we projected --
8 someone is going to have to keep me straight
9 here, but I think sometime -- Q1 2020 for the
10 plan to go into operation. I believe that's
11 correct.

12 Thank you.

13 STATEMENT OF SPEAKER DAVID DISCHER

14 Hi. David Discher with AT&T.

15 Like Mr. Bloomfield described, on
16 the wireless side on AT&T, we are working
17 with other carriers. On the wireline side,
18 we filed an advice letter setting forth the
19 plan on compliance. We have implemented some
20 aspects, and we are working on implementing
21 other aspects. I just saw in the last few
22 days working with other wireline carriers to
23 get the translations done and uniform. So
24 like I said, it's a work in progress. Some
25 we've done, and some we're actively working
26 on implementing. We filed that plan in
27 compliance with the decision and detail in
28 that advice letter what we're doing.

1 ALJ RIZZO: I'm sorry. But did you --
2 Mr. Discher, did you say your name and your
3 organization --

4 MR. DISCHER: David Discher with AT&T.

5 ALJ RIZZO: Thank you. And for those
6 that are approaching the mic, I remind you to
7 say your name and your organization even if
8 your principle has already spoken.

9 Thank you. We'll proceed.

10 COMMISSIONER SHIROMA: And I'm going to
11 say in advance -- okay. Deadlines, and so
12 forth and so on, but we're hearing about
13 farmworker populations who didn't know what
14 was going on, Spanish-speaking, you know, et
15 cetera. And you talk about innovation.
16 There's also innovation in making sure
17 people -- your customers actually know what's
18 going on.

19 I'm sorry. Go ahead, whoever is
20 next.

21 STATEMENT OF SPEAKER CHRISTINE JACOBSON

22 Commissioners, thank you. My name is
23 Christine Jacobson, and I am speaking on
24 behalf of Sprint.

25 So like Mr. Bloomfield explained,
26 we're collaborating as an industry to put
27 together what we think is going to be a
28 comprehensive streamlined approach to make

1 sure to be able to disseminate information
2 that is digestible and consistent and timely.

3 We've developed a plan. The plan
4 that's been developed, like Mr. Bloomfield
5 said, is not yet implemented. But carriers,
6 Sprint, in particular, still has
7 a communication with customers in the event
8 of emergency. So we just don't have them in
9 the languages yet that are required and not
10 in accordance with the new combined effort
11 that is forthcoming.

12 Sprint did provide information. It
13 had a dedicated landing page on its website
14 providing resource information as well as
15 other accommodations regarding billing and
16 contact information. That information was
17 also disseminated to the customer care
18 organizations for all of the Sprint entities.
19 So any customer could call with questions and
20 be given information and direction in that
21 manner as well.

22 ALJ BEMESDERFER: Thank you.

23 Mr. Toller, I think you're up.

24 STATEMENT OF SPEAKER SUZANNE TOLLER

25 Thank you, your Honor. Suzanne
26 Toller on behalf of Comcast.

27 So there's two different things
28 going on in terms of communication, and I

1 don't want us to get them mixed up. So in
2 Ordering Paragraph 8 of the 2019 decision,
3 there was a requirement that landline and
4 wireless providers put forward this customer
5 outreach plan. And you heard Mr. Bloomfield
6 talk about a wireless effort -- right -- to
7 kind of come up with a joint program, I
8 think, on the cable side. Companies have
9 been doing that individually.

10 We also -- Comcast also submitted
11 an advice letter back in October when that
12 was due outlining a plan. It had a number of
13 steps for outreach including in all the
14 languages that have been required. And we --
15 as AT&T referenced, some of those have
16 already occurred. Our website has launched
17 in the multiple languages. Some of the other
18 forms of outreach, for example, you've asked
19 for billing inserts on a reasonable basis --
20 or ongoing basis. The bill inserts have not
21 yet gone into customers' bills. But that's
22 kind of the communication that says if
23 something happens to you in a fire, this is
24 the relief that you're entitled to because
25 that's pretty much what that decision did.
26 It's like, you know, there's eight things --
27 right -- if you're a VoIP provider -- VoIP
28 customer that you're entitled to in terms of

1 relief.

2 Separate and apart from that,
3 though, we have been -- and Sprint was
4 referencing this as well -- communicating
5 with our customers about the ongoing PSPS
6 events. And to the extent that there's been
7 fire events, we haven't -- the Kincade Fire
8 didn't affect the Comcast service territory,
9 but the PSPS obviously did. We have been in
10 communication with our client -- our
11 customers about that through multiple means,
12 through e-mail and through text, through
13 social media, through press alerts,
14 through -- the customers can log onto their
15 account remotely -- it's called My Account --
16 and see that. And some of those notices have
17 also been translated in Spanish as well.

18 So there's just those two different
19 things, the communication for the
20 emergencies -- right -- and I think that's
21 already underway and obviously happening with
22 the emergency communication about -- and the
23 formal outreach plan that's talking about
24 relief that customers are entitled to in
25 progress -- right -- but that's sort of a
26 longer term, an ongoing requirement, right?
27 That's an ongoing requirement from the
28 Commissioner. The disasters are obviously

1 disaster-specific.

2 STATEMENT OF SPEAKER ESTHER NORTHRUP

3 Good afternoon. I'm Esther Northrup.

4 I am Cox's Executive Director of State
5 Regulatory Affairs.

6 Like the other communication
7 companies, Cox made its compliance filing in
8 October after Decision 19-08-025 was adopted.
9 We, again, only operate in parts of Southern
10 California. So it wasn't until the October
11 27 state of emergency proclamation. That was
12 the only one that affected us that was done
13 on a statewide basis.

14 So some of the examples of what we
15 were preparing for, because although we
16 were -- had fires near our area, we actually,
17 thankfully, were not ultimately impacted by
18 the fires, but we did a few things to prepare
19 for our customers.

20 One, we prepared packets of
21 information to distribute at evacuation
22 centers should our customer base be
23 evacuated. Evacuation centers for our
24 customers were not stood up, because, again,
25 we did not have the fires go through our
26 footprint.

27 Two, we did have a website ready to
28 put up, again, should our customers need it.

1 Again, we did not need to implement the
2 website, but it was ready to go. And then
3 lastly, we did actually implement on an
4 account-wide basis notifications so that
5 customers, if they went into their accounts,
6 they went onto our website, got an electronic
7 notification that they were -- that these
8 would be available to them should they need
9 them.

10 We are doing other things. This is
11 a continuing implementation for us to enhance
12 the outreach and notifications to our
13 customers, but this is an example of what we
14 have done should we have needed it in the
15 October event.

16 Thank you.

17 STATEMENT OF SPEAKER TIM McTARNAGHAN

18 Thank you. I'm Tim McTarnaghan
19 representing Charter Communications.

20 And I think that because I was
21 involved in the advice letters and some of
22 the plans that Ms. Picciolo was not, it might
23 be better for me to speak to it. I will
24 direct your attention to the response that we
25 filed on Monday that has a lot of detail on
26 this particular aspect in response to
27 question three, but as with the other cable
28 companies, we filed an advice letter in

1 October laying out our outreach plan. I
2 believe it was on October 14th. We do have a
3 website up and running with the multiple
4 languages required by Decision D.19-08-025,
5 and we have engaged in outreach to our
6 customers through e-mail and text messaging
7 at least in English and Spanish. And I'm not
8 sure on the other languages, but the
9 website -- the spectrum on that site has
10 links to it in all the required languages.

11 I'd also note that in addition to --
12 we have also submitted advice letters after
13 the fact, as required by the decision,
14 outlining our response in detail to each one
15 of the disasters that affected us in
16 Los Angeles County and in the north and as
17 well as to the PSPS and have provided daily
18 information to Mr. Rubenstein at the
19 Communications Division in response to some
20 of these matters.

21 In addition to the requirements in
22 D.19-08-025, we, wherever possible, have
23 provided temporary-use wireless phones, as
24 that is a requirement of the decision at
25 shelters. And we have also provided WiFi --
26 free WiFi service to not only Charter
27 customers but to anyone at emergency
28 shelters. There have been a couple of

1 instances where the shelters either didn't
2 allow us access or the shelters were
3 closed -- open and closed very quickly. And
4 we were not able to get in fast enough to do
5 it. And there have been instances with
6 shelters with one or two people at the
7 shelter. Luckily many people don't have to
8 go to shelters and can relocate to friends
9 and family.

10 I also just wanted to take a moment
11 to correct a statement that Ms. Picciolo made
12 earlier in response to questions about
13 wireless services, and I believe Ms. Picciolo
14 indicated that we -- Charter does not provide
15 wireless service. That's a slightly
16 inaccurate statement. We do provide wireless
17 service, but we do so as a reseller, and we
18 don't own any cell sites. So the context of
19 the question was that backup power for cell
20 sites -- we do not own cell sites would be a
21 more accurate response than the fact that we
22 don't provide wireless service.

23 Thank you.

24 MS. COSTA: Regina Costa for TURN, and
25 I'm making a request on behalf of all of the
26 consumer representatives and the Public
27 Advocates Office. It's not to do with what
28 they were talking about but the scope of this

1 proceeding.

2 One of the purpose -- I apologize
3 for this, but I think we have to say it
4 because we're past 12:00 o'clock. One of the
5 purposes of this PHC was to scope Phase 2,
6 and at page 4 of the notice, following this
7 PHC, an assigned Commissioner's scoping memo
8 and ruling shall be issued setting forth the
9 issues to be addressed for Phase 2 and the
10 schedule for the remainder of the proceeding.

11 We applaud you for jumping on the
12 communication outages issue quickly,
13 requiring these companies to provide
14 information and asking them pertinent
15 questions. But at the same time, what we
16 believe is rightfully within the scope of
17 this proceeding goes beyond those questions.

18 And needless to say, we do not agree
19 with some of the answers that you have
20 received. All right? So what we're asking
21 for is the ability to submit written
22 statements regarding the scope of the
23 proceeding. We don't think that you will
24 fully address the issues that you intend to
25 address if we are not allowed to be heard.

26 Aside from one very short statement
27 from the Public Advocates Office that went to
28 one topic in this notice, they have not had

1 an opportunity to present their full views.
2 Also, procedurally they have a pending
3 motion. That's an issue that's appropriate
4 for a prehearing conference.

5 ALJ RIZZO: So on the last point, their
6 motion is still pending and under Commission
7 consideration. So it will be ruled upon in a
8 ripe opportunity in the near future. Second
9 is we can grant that via ruling for parties
10 to provide statements that would illuminate
11 the issues that the Commission should
12 contemplate for this record further. So you
13 can look for that after this prehearing
14 conference.

15 MS. COSTA: Great. Thank you.

16 ALJ RIZZO: Thank you. Next.

17 STATEMENT OF SPEAKER MELISSA KASNITZ

18 Melissa Kasnitz, Center for
19 Accessible Technology.

20 With regard to the outreach plans,
21 I'd like to note that -- the timeliness issue
22 that at least one of the carrier
23 representatives said their intent was to
24 provide this information in a timely manner
25 certainly seems not to have been effective.

26 Fire season did not come as a
27 surprise to anyone. While the scope of the
28 power outages may have been beyond what

1 people anticipated, it was well-flagged in
2 advance that these outages were likely to
3 occur, and the carriers were asked repeatedly
4 at least at the workshop a year ago, "Are you
5 prepared?" And the answer was "Yes."

6 So the timeliness of the outreach
7 effort and the timeliness of the planning is
8 very much less clear than the carriers would
9 like to assert here. Also, I'd like to note
10 these asides that were ready to provide
11 information -- oh, accept for the in language
12 part. And no one even spoke to the issue of
13 accessible formats. Those are the people --
14 or some of the people who are most at risk.
15 So saying we are communicating with the
16 people who are easiest to communicate with
17 isn't enough, and I don't think is consistent
18 with the intent of that ordering paragraph.

19 Finally -- I'll have to verify
20 this -- but it's my recollection that at
21 least some of the outreach plan was
22 contingent on providing information to
23 customers who ask. And again, I would say
24 that's not consistent with the intent of the
25 ordering paragraph. The idea is that
26 customers won't know to ask. And what this
27 Commission is trying to do is ensure that
28 customers are aware that assistance is

1 available without already having some
2 information that they have to ask for help,
3 and maybe if they ask they will be told, "Oh,
4 yeah. We'll do things for you now that
5 you've asked for it."

6 So the outreach effort, the public
7 information effort to all customers, and
8 particularly hard-to-reach customers, is
9 important, and the fact that it's only
10 anticipated to take place sometime in the
11 future after fire season is over is very much
12 a cause for concern for consumers.

13 Thank you.]

14 STATEMENT OF SPEAKER SARAH BANOLA

15 Sarah Banola, outside counsel for
16 Frontier.

17 And I wanted to speak to Frontier's
18 compliance with the decision.

19 Frontier did timely file the advice
20 letters. Their territory was impacted by
21 some of the recent fires.

22 In addition, Frontier has already
23 launched outreach efforts to both local
24 communities, first responders and local
25 agencies to provide important information.
26 They used multiple channels in doing so,
27 including press releases, customer e-mails,
28 text messages and dedicated situational web

1 pages.

2 My understanding in terms of both
3 the language and the accessibility parts that
4 they have developed those and they are still
5 in the process of implementing them.

6 STATEMENT OF SPEAKER CHARLYN HOOK

7 Hi. Charlyn Hook for Public
8 Advocates Office. Thank you for giving me
9 the last word, I think.

10 I just wanted to say I echo the
11 comments of my colleague Regina Costa from
12 TURN. And Public Advocates Office does
13 generally support the direction that this
14 proceeding is going and we agree with the
15 scope as outlined in Decision 19-08-025 to
16 focus on resilient and dependable
17 communication between first responders and
18 the public ensuring public communication
19 during emergencies.

20 We also would request that we be
21 allowed to put in written comments as to the
22 scope and schedule for Phase 2 to cover all
23 the technical details.

24 However, we do want to state also
25 that we don't think we can wait until the end
26 of Phase 2 for a Phase 2 decision for the
27 Commission takes action.

28 As noted earlier, we do have a

1 pending motion and I would refer you to that
2 motion, but we do not want to take the time
3 for holding technical workshops and we
4 believe the Commission has the authority and
5 the existing record to implement an interim
6 onsite backup power requirement of 72 hours
7 as we stated today. And thank you for
8 considering that.

9 ALJ RIZZO: Thank you, Ms. Hook. And I
10 will reiterate we will issue a ruling
11 allowing parties to submit proposed topics
12 that will be included in the scope of the
13 Phase 2 for consideration shortly after this
14 PHC. So thank you.

15 I will turn this back over now to
16 ALJ Bemmesderfer, if there is no other comment
17 on the topic from the Commissioners.

18 ALJ Bemmesderfer.

19 ALJ BEMMESDERFER: Thank you. I am
20 turning now to the final issues that we
21 listed in the scope which is the engagement
22 and timely responsiveness to requests from
23 the Office of Emergency Services and the
24 Department of Forestry and Fire Protection.

25 During this year's fire season up to
26 and including today, OES and CAL FIRE have
27 been communicating with the providers
28 regarding perceived shortcomings in the

1 providers' responses and the emergencies
2 created by the season's fires.

3 This portion of the scope will
4 address the accuracy and completeness of the
5 providers' responses to those requests and
6 will consider steps to be taken if those
7 responses are found to be substantially
8 inaccurate or incomplete.

9 President Batjer, do you want to
10 comment on that?

11 PRESIDENT BATJER: Yes, thank you,
12 Judge.

13 We have covered a good deal of this
14 in some of the earlier questions and answers
15 and comments. But I will note as was noted
16 just by one of the presenters that obviously
17 I was not here at the Commission a year ago,
18 but on November 1st, 2018 the PUC held a
19 workshop in this proceeding where officials
20 from both OES and CAL FIRE and local
21 emergency management agencies spoke about the
22 lack of coordination between emergency
23 response agencies and the communications
24 providers.

25 We have talked about that today;
26 however, they voiced at that time and I know
27 they have voiced in the most recent period of
28 time and indeed was even testified to the day

1 before yesterday before a Senate Committee
2 that there is indeed frustration still to the
3 lack of coordination, transparency and
4 sharing of information in realtime from the
5 communication companies.

6 So, the workshop was held a year ago
7 and the Commission has put forward decisions.
8 We still seem to be a bit stuck and I think
9 we had explanations today. I will go more
10 thoroughly through your explanations when I
11 get the transcript. I will look at your
12 letters that you sent me more thoroughly.

13 As noted by Commissioner Shiroma,
14 not all of you provided data that we were
15 hopeful you would. Indeed it was considered
16 confidential and that has been a premise that
17 you have put forward on office, not only
18 before this body but for the legislative
19 branch and to the Governor's Office of the
20 Emergency Services continually.

21 So I'm hoping that we can at one
22 point get to a point where we all agree that
23 the data is extraordinarily important in
24 terms of providing your very vital and
25 important services and to the people of
26 California in times of emergencies. And we
27 are not talking about -- as Commissioner
28 Randolph said, we are not talking about

1 gold-plated abilities in times of
2 emergencies. We are talking about being able
3 to reach 911, be able to at least perhaps
4 look at maps that the IOUs are directing
5 their customers to look at to find out
6 whether the fire is encroaching on their
7 properties, et cetera. So, I think we have
8 certainly pointed it out to all of you. You
9 have responded. I am not sure that some of
10 your responses were the things that I
11 personally witnessed, but I will go back with
12 my colleagues and make sure that my
13 recollection of the participation, the level
14 of participation that was needed, required at
15 the time. I am also a bit concerned of you
16 relying on your association to communicate
17 your data and communicate in a timely manner.
18 That's something for you also to probably
19 talk amongst yourselves and resolve.

20 COMMISSIONER RECHTSCHAFFEN: I would
21 just add, President Batjer, that's especially
22 concerning even what we heard from OES that
23 they were getting inconsistent data from DIRS
24 and from CUEA and suggests that there is a
25 real problem in relying on the association
26 they have.

27 PRESIDENT BATJER: And in the first
28 24 hours, it was really critical that we were

1 getting -- the information that we were
2 getting was being provided to FCC and not to
3 the state.

4 Again, I will go back and reverify
5 and validate that, but I do know that we
6 didn't do well. We didn't do well.

7 And we talked about it in November.
8 We had -- the Commission had an En Banc in
9 May. There's a little bit of a feeling that
10 I have that reminds me of what we're doing
11 currently with the IOUs. They all have to
12 put together wildfire mitigation plans by
13 statute annually. We review them.

14 The thought is coming to my mind of
15 what kind of requirement do we need to make
16 on this very, very important service that you
17 all provide to the people of California? And
18 how do we make sure as a regulatory body, as
19 well as officials of the state of a
20 California that information is coming to us
21 in a timely, appropriate manner that can
22 indeed be acted upon by the people who most
23 need it? And those are our first responders
24 and our emergency managers. And indeed your
25 customers will have to know where the danger
26 is and how to get out of that danger and how
27 to report medically-difficult situations that
28 they or their family members are in.

1 So I don't have a question from
2 that. It's just a statement. I turn to my
3 fellow Commissioners for some comments or
4 statements on the question that the judge
5 just posed, number 3.

6 COMMISSIONER GUZMAN ACEVES: I just
7 would re-enforce the comment earlier that
8 President Batjer also alluded to which is
9 we're in a state where these -- the coverage
10 maps that are needed from the public need to
11 be provided in a timely way, in a robust way,
12 just as the coverage maps that we are
13 anticipating from our IOUs and it's no
14 different here. The customers need to know
15 where there's coverage, where there's not,
16 and the local responders need to know.

17 I did want to note that I saw in
18 Cox's response the planning that's taking
19 place at a local level. And I did have a
20 question on this for the others, that Cox
21 mentioned they do simulation planning with
22 SDG&E. And do any of you do similar
23 simulation planning with your respective
24 IOUs, particularly obviously with some of the
25 PSPSs that have been happening and preventing
26 some of these holes that are occurring in
27 both coverage and responsiveness?

28 MR. GAUDER: To date we have not, but

1 we are certainly open to focus on that in the
2 future.

3 PRESIDENT BATJER: AT&T.

4 MR. LUONG: So we do a lot of
5 simulations in terms and practices in terms
6 of disaster recovery for all types of
7 activity, specifically to interacting with
8 the IOUs. We have both formal and informal
9 interaction with them so we do get the maps
10 everybody else gets. But we also have a
11 direct link with all of the IOUs and have a
12 great relationship to ensure that we are
13 aligned with whatever type of outages,
14 whether a shutoff that is going to be
15 performed to make sure that our network are
16 aligned with that.

17 A good example of that is that for
18 this current PSPS event, we do not have a
19 single cell -- macro cell site down at this
20 time because of the interaction that we have
21 with the IOUs both on a formal basis and an
22 informal basis.

23 PRESIDENT BATJER: So you have done
24 simulations specifically with, for example,
25 PG&E?

26 MR. LUONG: I don't think we need to do
27 simulations from a standpoint that we are
28 actually operationalizing the activities on a

1 regular basis over and over again. So there
2 is no simulation required when you're doing
3 PSPS events almost every other week. But we
4 are having direct contact to ensure that we
5 are available online in terms of information
6 that is being shared and how do we better
7 support each other with this activity?

8 PRESIDENT BATJER: So you're thinking
9 you're getting to the same end result?

10 MR. LUONG: Absolutely, yes.

11 PRESIDENT BATJER: I noted, sir, you
12 mentioned that PSPS events in the last month
13 took a greater population than other
14 disasters. AT&T obviously serves people
15 across the country. And there have been
16 major disasters that have taken out cell
17 towers, all types of communications. I mean,
18 Katrina and Rita back-to-back hurricanes come
19 to mind. The only thing that was available
20 at that point was satellite communication at
21 one point. But that multiple states, large
22 population, difficult populations, both rural
23 and urban and so I am just thinking you have
24 experienced larger disasters that were
25 long-lived and multiple populations in very
26 different geographies and topographies.

27 MR. LUONG: Absolutely. And I am
28 really proud of the work that my team has

1 performed across the country for the end
2 response to those types of disaster. The key
3 here is really understanding how this event
4 is significantly different than other events
5 from Rita, Katrina to Sandy to other
6 hurricanes, tornadoes and wildfires and even
7 volcanic activity in Hawaii that we have to
8 deal with, right?

9 The difference there is from a
10 hurricane perspective you have a forecast,
11 you know where, you know, kind of know where
12 the storm is going to land. We position
13 assets all throughout this territory in
14 anticipation of the forecast at this.
15 Hurricane Dorian, for example, was something
16 that we dealt with recently. Even though
17 that Dorian's path wasn't precise and they
18 changed it over time, we were able to
19 reposition assets on an hourly basis in
20 anticipation of the storm coming on shore and
21 impacts associated with that type of
22 activity.

23 What we dealt with here in Northern
24 California, unlike what we dealt with in
25 Southern California was that the notice was
26 extremely short, the size of the outage was
27 very broad and the information that was
28 provided changes on an hourly basis.

1 For example, this PSPS event that we
2 are dealing with right now, on an hourly
3 basis we have different maps that's coming in
4 that's showing where the power is going to
5 shut off.

6 My team deployed 60 generators here
7 in the Bay Area all day yesterday in
8 anticipation of this event occurring. And
9 then the Bay Area wasn't part of the event
10 anymore. And now we have to ship the
11 generator into a different location. The
12 shutoff that's occurred in communities that
13 wasn't even part of the event without any
14 notice, it's impossible to react to that type
15 of situation; where in Southern California,
16 you know, the information was not perfect,
17 but it was very limited in terms of where it
18 occurred. And we absolutely believe that the
19 combination of fixed generators and portable
20 generators is the right solution because it
21 doesn't make sense for us to go and put
22 generators in every single cell site. For
23 carriers, every carrier has generators out
24 there across the state. These generators
25 have hundreds of gallons of fuel. These
26 generators have to run on a regular basis to
27 ensure that they're reliable.

28 It doesn't make sense from my

1 manager perspective, from a financial
2 perspective, from a community perspective to
3 be all staging these generators. But the
4 reality is that if you have portable
5 generators in place; if you have good
6 processes in place to identify when and where
7 these outages occur, we could respond to
8 that. We have the resources and the
9 commitment to do that.

10 PRESIDENT BATJER: So you're speaking
11 of Northern California. I appreciate greatly
12 what you just said; very, very helpful. So
13 have you made similar statements to PG&E? Do
14 you have ideas that you could share in terms
15 of their emergency notification and how
16 they're doing it and how, when, where and
17 why?

18 I know we have certainly talked to
19 them; however, it would be very -- I'm sure
20 you coordinate, but your experience, what you
21 just stated, sir, is extremely important in
22 terms of your own abilities to service your
23 customers. And you are in this -- in this
24 instance reliable -- relying on, excuse me,
25 the investor-owned utility.

26 MR. LUONG: Yes. We have made many
27 comments to PG&E, nothing that I can share
28 publicly at this time, but I would say that

1 because of the interaction, that is the
2 reason why in this current event we have no
3 macro cell sites out of service at this time.

4 I think there is more that needs to
5 be done and I am willing and ready to engage
6 with PG&E and support them in any way that
7 they can. I think there is a lot of
8 innovation and ideas that we can work
9 together on to ensure that they do their part
10 to ensure that we can do our part to keep
11 this network up and running for everybody.

12 PRESIDENT BATJER: I will say to you
13 all as we have said repeatedly in the last
14 month and-a-half, the next fire season
15 cannot, cannot look like this one. So your
16 preparedness, your innovativeness is
17 absolutely paramount.

18 ALJ RIZZO: Commissioner Shiroma.

19 MR. GALLACHER: I'm sorry.

20 ALJ RIZZO: Go ahead. State your name.

21 MR. GALLACHER: Sorry. David
22 Gallacher, T-Mobile.

23 Our ability to respond to these
24 events has definitely been impacted by the
25 accuracy and timeliness of notices received
26 from PG&E. In some cases, and I would say
27 that it's gotten better over the course of
28 the last several events, first event in

1 October -- in some cases we would
2 pre-position our generators at a particular
3 noticed area which never actually lost power.
4 So we have a generator, we wire it out. We
5 are ready or we have it powered up and
6 running in anticipation of an outage that
7 never happened in that location.

8 And similarly, meanwhile there was
9 other locations where there was no notice
10 that we'd go down. So we would have to be
11 scrambling and relocating generators which
12 involves one wire from this site and
13 transporting many, many miles in many cases
14 across the areas to wire them up to a new
15 site. This has definitely impacted our
16 ability to respond.

17 I think that it has gotten better.
18 We have learned and we have taken a number of
19 steps including, you know, pre-positioning
20 generators. It is notable that I just got a
21 text from my team that during the current
22 outage we have no sites down in the Bay Area;
23 three sites down in Sacramento currently due
24 to the power shutoff. So a very different
25 story from the first event in October.

26 ALJ RIZZO: Thank you.

27 Commissioner Shir -- Go ahead.

28 MR. ATTISHA: Thank you, Judge. Sam

1 Attisha with Cox.

2 Commissioner, thank you for calling
3 that out.

4 I do want to say we are fortunate
5 that 65 percent of our network lies in SDG&E
6 service territory. And in the last 10 or
7 12 years we have developed a very strong
8 collaborative relationship with San Diego
9 Gas & Electric.

10 And the simulation that the
11 Commissioner mentioned really took part in an
12 all-day business continuity plan workshop
13 that we had with SDG&E and our county
14 San Diego Office of Emergency Services.
15 Seven SDG&E representatives attended that and
16 our topic was the PSPS.

17 We had to run a simulation based on
18 different scenarios and where it might
19 happen, how that might impact our network and
20 where we might deploy resources.

21 I can tell you we have two different
22 IOUs that provide us services, SoCal Edison
23 and SDG&E.

24 The maturity level of SDG&E's
25 processes and plans with their pre, during
26 and post-communication is commendable. Their
27 ability to provide us data at the GIS levels
28 and mapping level so we can take that data

1 and overlay all of our critical network
2 infrastructure, as well as where our
3 employees live, where our critical customers
4 are and then be able to plan and position and
5 react to that is very helpful.

6 And I will say that this microgrid
7 concept of breaking the large grid down into
8 smaller grids is very beneficial not just to
9 Cox but all the folks that rely on SDG&E.

10 So, I know it's been a process to
11 get here and I know there's work left to be
12 done, but I do want to make that statement
13 regarding what SDG&E has done in our
14 partnership with them and we are very
15 appreciative.

16 And I can see that SoCal Edison is
17 working very hard and they are starting to
18 get more maturity also. And so we don't have
19 any exposure with PG&E but I do want to make
20 that statement.

21 So thank you, Commissioner, for
22 calling that out.

23 COMMISSIONER SHIROMA: Thank you. In
24 this same vein, three quick points.

25 First of all, I spent 20 years as an
26 elected on the SMUD Board in Sacramento and
27 20 years ago we learned, and this has to do
28 with floods and potential levy breaks, and we

1 learned at that time that the communications
2 system between SMUD, the police, the fire,
3 the sheriff were all disparate.

4 So, the governing board said, "Okay.
5 We can't have this. If there's a levy break,
6 everyone has got to be communicating and have
7 had a plan." So it is so important to have
8 these simulations with the utility. And
9 however that comes about it has got to be
10 done.

11 And then, Mr. Luong, you mentioned
12 having workshops and I think that's a good
13 thing to look at best practices amongst all
14 the telco companies for providing this
15 innovation but really providing the framework
16 for what the Commission needs to order,
17 frankly.

18 And then, finally, the whole notion
19 of enterprise risk management, I think
20 Mr. Gallacher, you mentioned that not every
21 cell site that's down is impactful.

22 And so in the San Diego Gas &
23 Electric rubric of having just visited their
24 operations center, the enterprise risk
25 management, where are the most vulnerable
26 spots that ought to be the top priority,
27 boom, right away, has got to be infused into
28 the California system. That's it.

1 Thank you very much. No further
2 comment from me.

3 COMMISSIONER RECHTSCHAFFEN: I have one
4 question. We have heard anecdotally, I think
5 it was Sonoma County, that their efforts to
6 test the emergency alert systems met with
7 resistance. Have any of you turned down a
8 request from local government to test the
9 emergency alert or systems?

10 MS. ELLIS: Allison Ellis from
11 Frontier. Absolutely not.

12 ALJ RIZZO: Could we go down the line
13 and have each of you answer Commissioner
14 Rechtschaffen's question?

15 MR. GAUDER: John Gauder from Comcast.
16 We have not.

17 MR. O'LEARY: Eamon O'Leary from
18 Sprint. I don't believe we have. I will
19 double-check but I would be very, very
20 surprised if we have. I will double-check.

21 MR. REYES: Rudy Reyes with Verizon.
22 No.

23 MR. LUONG: I don't think we have. I'm
24 not even sure but the same with Sprint's
25 response, we'll check. I really seriously
26 doubt it.

27 PRESIDENT BATJER: But you will check?

28 MR. LUONG: But we will check.

1 MR. GALLACHER: David Gallacher,
2 T-Mobile. I think it would be extremely out
3 of character for our organization, but I will
4 double-check.

5 MR. ATTISHA: Sam Attisha with Cox. I
6 am not aware of any but I think it's a no,
7 but we will double-check.

8 MS. PICCIOLO: Deborah Picciolo with
9 Charter. That is a no. We have not.

10 ALJ RIZZO: President Batjer.

11 PRESIDENT BATJER: Just one final note
12 in terms of preparedness and the future. We
13 are getting to an era where we can get -- we
14 are getting to be more predictive. CAL FIRE
15 in particular, oh, yes, our own division of
16 security and enforcement, their models, the
17 science is getting better.

18 San Diego Gas & Electric's emergency
19 center and their weather information is
20 extraordinary and the modeling that they have
21 done -- the algorithms that they have
22 produced along with the outside consultants
23 that they have and some of us are all sharing
24 this. I think we're going to and I hope that
25 you all get -- we have talked about
26 innovative things to help us into the future.
27 And I would suggest that we all think as
28 innovatively as some of the other utilities

1 are doing in terms of becoming much more
2 predictive of the weather. I know you
3 commented, sir, that it's very difficult when
4 we don't know from hour-to hour where the
5 weather's going. Well, the models are
6 getting better and the IOUs hopefully are
7 learning from those models and sharing with
8 each other. And I hope the same will be true
9 with all of you in terms of the collaboration
10 with them. I think it's something -- we have
11 to really depend on the science that's --
12 that is before us and I think it can be so
13 well-used by us.

14 ALJ RIZZO: Thank you. So now we'll
15 move on to the schedule.

16 So as I -- as we previously stated
17 -- as we previously have stated, a ruling
18 soliciting topics for proposed scope to Phase
19 2 of this rulemaking will be issued
20 subsequent to this prehearing conference.
21 Following that round, a scoping memo and a
22 ruling will be released outlining the issues
23 for Phase 2 that will be resolved and the
24 schedule for which the remainder of this
25 proceeding will be outlined.

26 The scoping memo and ruling will be
27 issued by the assigned Commissioner. Here
28 that is President Batjer.

1 Before we close, I would like to
2 open this opportunity up to address any other
3 issues that the Commissioners or parties
4 believe need to be said at this point.

5 President Batjer.

6 PRESIDENT BATJER: I have no further
7 comments.

8 ALJ RIZZO: Commissioners.

9 COMMISSIONER SHIROMA: This goes
10 without saying, but I will say it anyway.

11 The customers are paying the bills.
12 The customers pay their bills every month to
13 sustain the system that you are providing and
14 just don't forget that.

15 Thanks.

16 ALJ BEMESDERFER: And for those parties
17 who want to file statements recommending
18 additions or deletions from this scope, why
19 don't we give you 10 days to do that.

20 ALJ RIZZO: Okay. Now we will take
21 comments from the microphone. Please state
22 your name and your organization for the
23 record.

24 STATEMENT OF SPEAKER JOHN KENNEDY

25 Thank you. Good afternoon. John
26 Kennedy with the Rural County Representatives
27 of California. We represent 37 of the
28 state's rural counties and we've really been

1 ground zero for all of these PSPS events.

2 Our general overarching position on
3 these events, we understand the necessity for
4 powering down in certain situations to avoid
5 catastrophic wildfires. At the same time,
6 those events have to be carefully planned;
7 surgical and impacts to critical facilities
8 and to citizens' populations have to be
9 avoided and mitigated.

10 Our first real experiences were in
11 late 2018 where we experienced pretty
12 significant impacts to crucial infrastructure
13 as was mentioned with water, wastewater
14 facilities and with groundwater wells and
15 people going without power to provide water
16 to bathe, to flush toilets for days at a
17 time; so real acute impacts on Californians
18 throughout our territory, our member
19 counties.

20 Many of the same challenges still
21 remain over a year later and we're very
22 concerned about that. These events are
23 already placing a severe strain on county
24 resources, both with respect to distribution
25 of backup generators and really exhausting
26 our local personnel, our public safety
27 personnel and our Social Services workers.

28 So that's led us to being really

1 strong advocates for promoting the resiliency
2 of communities and of the grid and more
3 pertinent to today's discussion, given our
4 experiences with communications outages,
5 resiliency of our communications systems.
6 Because communications systems are really the
7 backbone of our local public safety and
8 emergency response capabilities. They're
9 even more crucial in emergencies because of
10 the potential loss of lives.

11 So as you know in the state the
12 communication systems are in place for
13 enabling police and fire departments to
14 coordinate deployment of resources and
15 respond to service calls, enabling residents
16 to make crucial calls for emergency response,
17 disseminating information to learn about PSPS
18 events. And there's an interesting aspect
19 there with we have had some situations where
20 residents were able to get alerts but they
21 weren't able to click through and access any
22 of the information that accompanied the
23 alerts because of the outages.]

24 And then, of course, providing
25 evacuation notices and coordinated
26 evacuations. So given the importance of
27 their systems, the communications systems,
28 and designation as critical facilities and

1 critical infrastructure, we're surprised that
2 so many went down and that we had
3 400,000-plus landline customers lose access.

4 So as you guys mentioned,
5 significant outages in Marin County, 39
6 percent of the towers in Calaveras County,
7 Humboldt, Lake Napa, Santa Cruz, Sonoma
8 Counties had about 20 percent or higher. And
9 Sonoma County's experience, I think, is worth
10 spending a minute or so on. Just because not
11 only did they lose power, they lost gas. It
12 turned cold. They lost cell service. Some
13 areas didn't have cell service. And they
14 lost landlines.

15 So you really have a lot of people
16 who, you know, I guess, it could be termed
17 camping in your own home, but it's really not
18 fun because you have no resources. You're
19 losing your food, and you can't contact
20 anyone in case of an emergency. So the
21 county was already under a PSPS when the
22 Kincade Fire broke out. They made the
23 decision -- the conscious decision to
24 evacuate early because they feared the
25 consequences of having to evacuate when their
26 calling systems would be down.

27 Fire departments were operating by
28 radios alone. They had very limited ability

1 to receive data for situational maps, which
2 is really troubling for local fire
3 departments. Some county employees had to
4 drive up to an hour away to get phone service
5 to figure out whether they actually had to
6 come in to work to provide emergency
7 services. So that was all troubling.

8 And then moving on to Santa Cruz
9 County, they are not one of our members, but
10 their experiences are really illustrative.
11 And I think they aren't isolated experiences
12 either. So I just learned today about the
13 Community of Bonny Doon. It's a fairly small
14 community of 2,000 people. They had little
15 cell access on the natural. AT&T doesn't
16 really offer copper landlines to more
17 facilities because they are phasing out the
18 use of copper in that area. So those people
19 that had landlines through Comcast, their
20 Comcast went down, and they had no way to
21 contact 911. Not an isolated incident. And
22 we're hearing about it in more and more
23 communities.

24 And then especially important are
25 the local fire departments. The Zayante Fire
26 Protection District couldn't communicate with
27 two of its rigs that were out in the field
28 during the event. The Felton Fire Department

1 had experienced data upload feeds that were
2 so slow they had to revert to ham radios for
3 situational alerts and situational reports.
4 And Verizon was down. So the only crews that
5 could be communicated with were those on
6 FirstNet.

7 Boulder Creek Fire Protection
8 District, kind of the same situation. They
9 had no phones or internet service at their
10 fire departments, and they assumed the same
11 was happening throughout the community,
12 which, again, is troubling if someone needs
13 to contact the local government. So given
14 the disruption on communications, we're very
15 concerned that, one, residents won't be able
16 to contact first responders if a fire breaks
17 out. We're seeing more and more small fires
18 started because of the increased use of
19 generators. So that is very troubling.

20 And then also in medical
21 emergencies, because we're getting more and
22 more calls for 911 service from residents who
23 are running out of oxygen or their batteries
24 are running out from some of their other
25 medical equipment.

26 And then finally on communication
27 and coordination of evacuations in the event
28 of a fire. So it's imperative that we

1 increase the resiliency of our communication
2 system just as we are with our electrical
3 distribution system and transmission system.
4 And we have to invest in this resiliency even
5 as we strive to reduce the risk and the
6 extent of PSPS events because these are just
7 one type of emergency event. We could have
8 an earthquake. We could have anything else.
9 It's absolutely imperative that we have a
10 communications grid that is accessible for
11 all residents and especially all first
12 responders.

13 So thank you very much for the
14 opportunity to speak today. Really
15 appreciate it.

16 ALJ RIZZO: Thank you.

17 MS. COSTA: Regina Costa for TURN.

18 Just very quickly -- and I'm not
19 going into the whole what we're doing in the
20 scoping memo comments.

21 Most of the discussion today has had
22 to do with wireless, and that's totally
23 understandable. But wireline is also very,
24 very important and beyond VoIP. Because
25 there are places in the state where there is
26 no wireless service for a long ways. So
27 people rely on those landlines. In my
28 neighborhood, in the Russian River, there's

1 some of us with copper lines because we know
2 that the VoIP service is probably not going
3 to outlast the power outage.

4 There is information that we have
5 been receiving that shows, for instance, that
6 parts of the traditional copper network
7 failed due to inadequate backup power.
8 There -- we have information also that --
9 well, let me just rephrase that. It's also
10 important to understand that you've got
11 competitive local carriers serving customers
12 who lease facilities from other companies,
13 and when the networks of those other
14 companies have a problem, that means the
15 customer of the other wholesale or CLEC
16 companies also have a problem.

17 So we want to make sure that that is
18 also on your radar screen particularly in
19 cases where people are elderly. They've kept
20 their copper lines because they need to rely
21 on them. I just want to put that out there.

22 Thank you.

23 ALJ RIZZO: Thank you.

24 STATEMENT OF SPEAKER WILL ABRAMS

25 Thank you. Wil Abrams. I just wanted
26 to sort of read off a few things to consider
27 to add to the scope. One is there was a
28 question around mutual assistance agreements.

1 I would say requiring sharing the SLAs or
2 service level agreements between carriers
3 should inform what those mutual system
4 agreements look like. So between the IOUs
5 and the carriers, amongst the carriers
6 themselves, I think looking at the service
7 level agreements and what are cycle times
8 associated with that and commitments made
9 there could inform the mutual assistance
10 agreements.

11 One other area I would say would be
12 a good area of consideration is around
13 telemetry services, specifically how those
14 telemetry services are impacted by these
15 events. Also, as an opportunity, one of the
16 things that we realize as residents is that
17 your cellphones aren't often, or your
18 landlines, a good vehicle for communication.
19 There's an opportunity here to look at
20 telemetry considering that there's a lot of
21 overlap with what the electrical
22 infrastructure is about how do you leverage
23 sirens -- not sirens of the World War II
24 area, but there's a lot of modern siren
25 systems. I think that that would be a win,
26 win, win for utilities, for carriers and for
27 the public to be able to look at that and a
28 part of this proceeding because that will cut

1 through a lot of these communication
2 questions.

3 The other area of collaboration
4 would be unshared infrastructure. So after
5 the fires, we had a unique opportunity in
6 2017 to look at joint trenching, to look at
7 improving our communication infrastructure.
8 And looking at the wildfires is an
9 opportunity to see progress that wasn't done
10 in 2017, and I would hope we would learn from
11 those activities and do more of that going
12 forward.

13 I think -- speaking to coordination,
14 I think there's a lot of things learned for
15 SMP, local number portability, in terms of
16 how that collaboration occurred there. For
17 those reasons -- and I think it could be used
18 as a model here in a regulatory structure
19 moving forward.

20 Other questions are what are
21 critical safety services? I think, similar
22 to how we looked at in wildfire mitigation
23 plans with the IOUs, looking at what's
24 critical infrastructure may be different in
25 terms of the communications versus the IOUs.
26 So I think taking a close look at that. I
27 think it was a great point that forecasting
28 when the PSPS events and making sure that

1 that information is honed and shared and what
2 is the method for that sharing I think would
3 also be important. I would just like to
4 share that as a consideration for adding to
5 the scope.

6 Thank you.

7 ALJ RIZZO: Thank you, Mr. Abrams.

8 MR. BLOOMFIELD: Leon Bloomfield for
9 T-Mobile.

10 This is actually just a couple of
11 housekeeping matters. I just want to make
12 sure I understood what the ALJ said. ALJ
13 Rizzo, I thought I heard you say you were
14 going to issue a ruling soliciting comments,
15 and then that was followed by ALJ
16 Bemesderfer's statement that you have 10 days
17 to file comments. And I was unclear if that
18 was the ruling.

19 ALJ RIZZO: No. So the ruling will
20 follow this prehearing conference, and within
21 that ruling, a schedule will be set, which
22 would be a 10-day response from the date of
23 the issuance of that ruling. The date of
24 that ruling, I can't tell you what -- when --
25 what day, but expect it in the near term.

26 MR. BLOOMFIELD: Yeah. No. I wasn't
27 asking -- yeah. Thank you. You've clarified
28 that for me. If I could ask one other

1 question then. Will you also be seeking
2 comment on proposed schedules and process in
3 the ruling?

4 ALJ RIZZO: Yes.

5 MR. BLOOMFIELD: Thank you.

6 ALJ RIZZO: Before we conclude, this
7 would be the final opportunity for anyone
8 else to bring any final issues before the
9 Commission for consideration.

10 (No response.)

11 ALJ RIZZO: Seeing none, hearing no
12 additional issues, thank you for your
13 participation today. This prehearing
14 conference is now adjourned.

15 We are off record.

16 (Whereupon, at the hour of 1:05
17 p.m., the Commission then adjourned.)]

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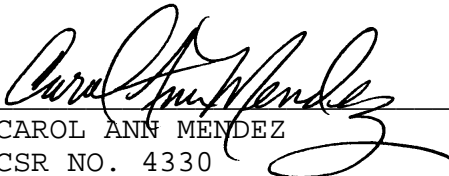
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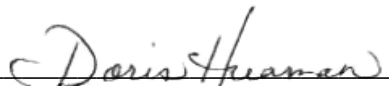
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